

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,232	1,078	14% ▲
	Admits	893	690	29% ▲
	Discharges	842	659	28% ▲
	Service Hours	12,530	9,924	26% ▲
	Bed Days	3,070	2,022	52% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 175 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		91%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	368	24.1%
	Outpatient	290	19.0%
	Community Support	219	14.3%
	ACT	164	10.7%
	Intake	104	6.8%
	Residential Services	43	2.8%
	Other	2	0.1%
	Forensic MH	Forensics Community-based	338

Client Demographics

Age	#	%	State Avg
18-25	169	14%	10%
26-34	260	21%	22%
35-44	252	21%	23%
45-54	208	17%	19%
55-64	208	17%	19%
65+	122	10%	8%

Gender	#	%	State Avg
Male	733	60%	59%
Female	488	40%	41%
Transgender	10	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	861	70%	68%
Unknown	226	18%	12%
Hispanic-Other	76	6%	8%
Hisp-Puerto Rican	62	5%	11%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	739	68%	62%
Black/African American	158	14%	17%
Other	77	7%	13%
Unknown	50	5%	6%
Multiple Races	41	4%	1%
Am. Indian/Native Alaskan	17	2%	0%
Asian	7	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	99	3%
Admits	24	28	-14% ▼
Discharges	21	23	-9%
Service Hours	2,946	2,385	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	95%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	67%	65%	48%	2%
✓ No Re-admit within 30 Days of Discharge		19	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		11	79%	90%	42%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		90	87%	60%	91%	27% ▲
● Employed		8	8%	15%	17%	-7%
● Social Support		53	51%	60%	79%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	99%	90%	99%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 88%
On-Time Periodic		
6 Month Updates		N/A 53%
Co-occurring		
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Social Support		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	95%	72%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

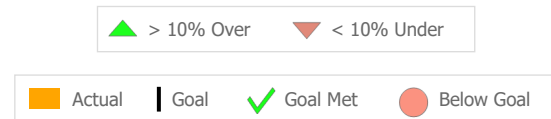
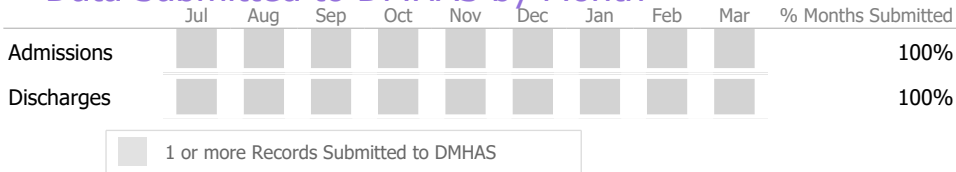
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	39	103% ▲
Admits	89	44	102% ▲
Discharges	77	43	79% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		36	58%	75%	70%	-17% ▼
✓ Community Location Evaluation		58	94%	80%	71%	14% ▲
● Follow-up Service within 48 hours		1	33%	90%	65%	-57% ▼

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Mobile Crisis Team Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	108	-10% ▼
Admits	-	7	-100% ▼
Discharges	3	11	-73% ▼
Service Hours	471	384	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
On-Time Periodic		
6 Month Updates	38%	53%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	50%	41%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	82%	60%	61%	22% ▲
Stable Living Situation		87	90%	95%	72%	-5%
Employed		9	9%	30%	25%	-21% ▼

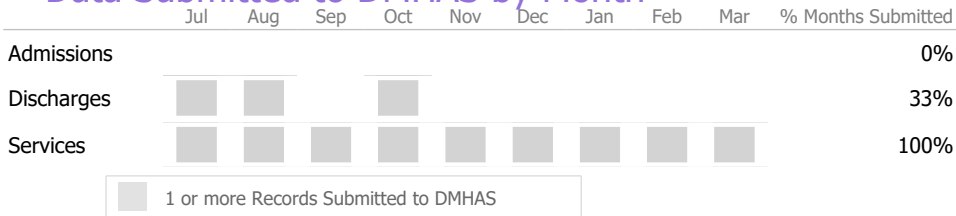
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	78%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

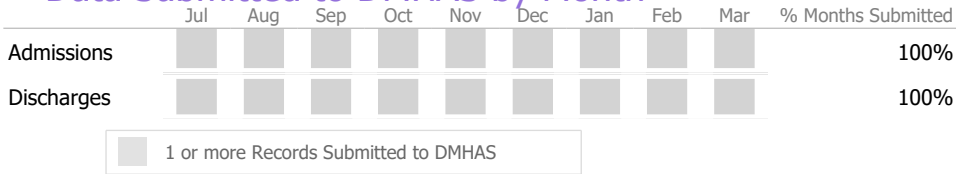
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	303	272	11% ▲
Admits	411	349	18% ▲
Discharges	411	349	18% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		275	67%	75%	70%	-8%
✓ Community Location Evaluation		373	91%	80%	71%	11% ▲
● Follow-up Service within 48 hours		10	45%	90%	65%	-45% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

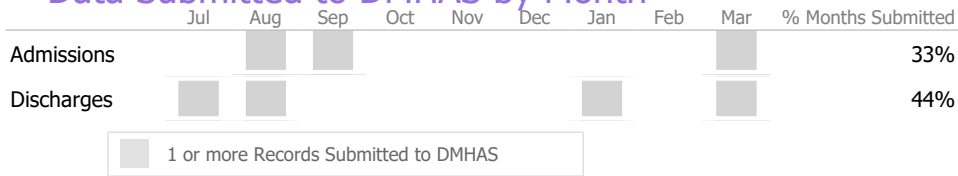
* State Avg based on 26 Active Mobile Crisis Team Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	24	8%
Admits	3	3	0%
Discharges	4	1	300% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

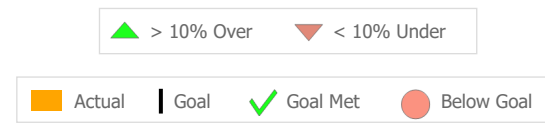
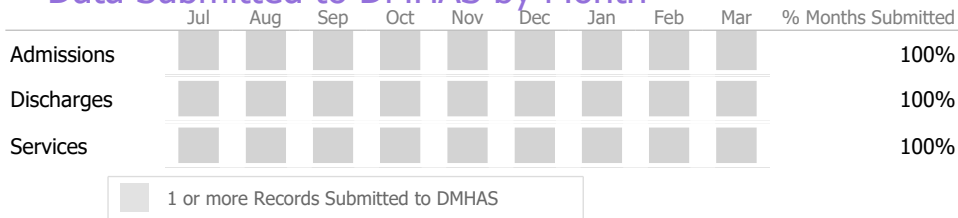
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	90	16% ▲
Admits	100	85	18% ▲
Discharges	98	83	18% ▲
Service Hours	213	190	12% ▲

Data Submitted to DMHAS by Month



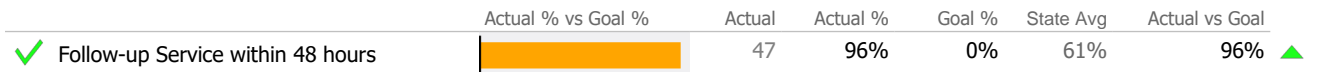
* State Avg based on 16 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

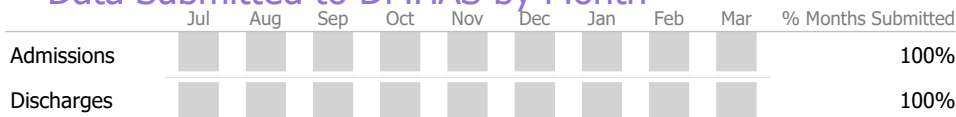
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	282	214	32% ▲
Admits	134	75	79% ▲
Discharges	117	60	95% ▲

Jail Diversion



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal


* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	33	30% ▲
Admits	35	23	52% ▲
Discharges	32	27	19% ▲
Bed Days	3,070	2,022	52% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	94%	94%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	91%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	78%	95%	78%	-17% ▼
No Re-admit within 30 Days of Discharge		31	97%	85%	97%	12% ▲
Follow-up within 30 Days of Discharge		23	92%	90%	92%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	132 days	0.2	75%	90%	75%	-15% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Sub-Acute Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	176	10% ▲
Admits	33	37	-11% ▼
Discharges	21	26	-19% ▼
Service Hours	2,840	1,961	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	99%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	43%	50%	41%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		150	77%	60%	61%	17% ▲
Stable Living Situation		187	96%	95%	72%	1%
Employed		44	23%	30%	25%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	76%	75%	78%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
Discharges	■	■	■	■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under


■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

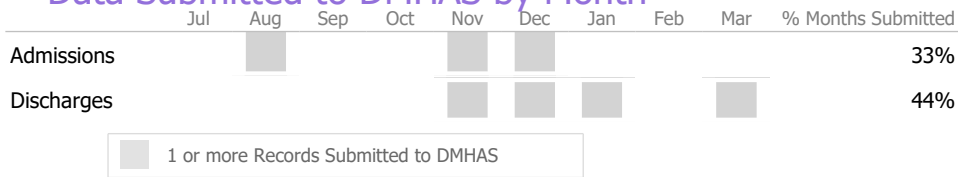
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	3	6	-50% ▼
Discharges	6	3	100% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	100%	0%	61%	100% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	195	12% ▲
Admits	44	19	132% ▲
Discharges	36	21	71% ▲
Service Hours	3,340	2,266	47% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic		
6 Month Updates	92%	84%
Co-occurring		
MH Screen Complete	96%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	61%	65%	57%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		207	94%	80%	87%	14% ▲
Social Support		150	68%	60%	80%	8%
Employed		17	8%	20%	14%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		181	98%	90%	98%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

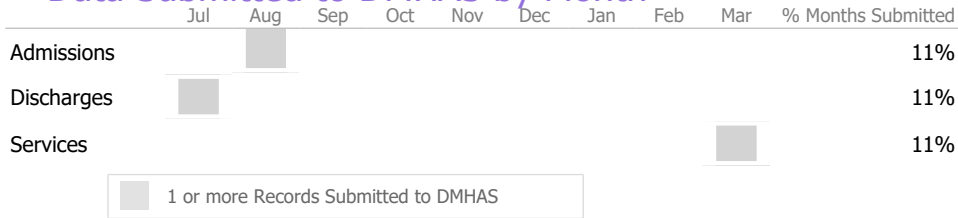
* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	1	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	61	2%
Admits	16	13	23% ▲
Discharges	15	11	36% ▲
Service Hours	2,719	2,737	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	84%
On-Time Periodic		
6 Month Updates	76%	84%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	65%	48%	-25% ▼
No Re-admit within 30 Days of Discharge		15	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	42%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	81%	60%	91%	21% ▲
Employed		12	19%	15%	17%	4%
Social Support		35	56%	60%	79%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■		■	78%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Variations in data may be indicative of operational adjustments related to the pandemic.