

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	22.1%

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%

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%

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

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

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

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% ▲

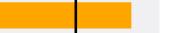
Discharge Outcomes

	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% ▼

Data Submission Quality

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

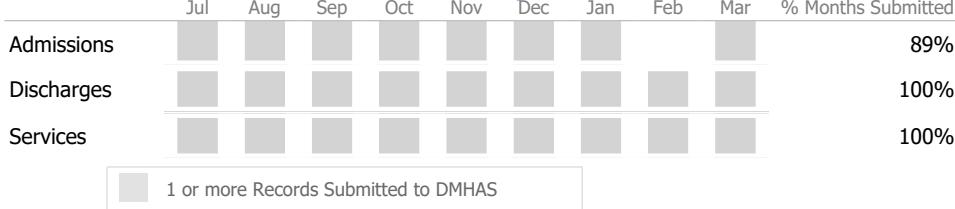
Recovery

	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



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

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

Data Entry	Actual	State Avg
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Valid NOMS Data	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	88%
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On-Time Periodic	Actual	State Avg
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6 Month Updates	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	53%
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Co-occurring	Actual	State Avg
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MH Screen Complete	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	90%
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SA Screen Complete	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	90%
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Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Treatment Completed Successfully	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	50%	41%	N/A
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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Employed	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	30%	25%	-30% ▼
Social Support	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	60%	61%	-60% ▼
Stable Living Situation	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	95%	72%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Clients Receiving Services	<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	N/A	N/A	90%	82%	N/A ▼
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Data Submitted to DMHAS by Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
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Admissions	0%
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Discharges	0%
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<div style="width: 100px; height: 10px; background-color: #ccc; border: 1px solid #ccc;"></div>	1 or more Records Submitted to DMHAS
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▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

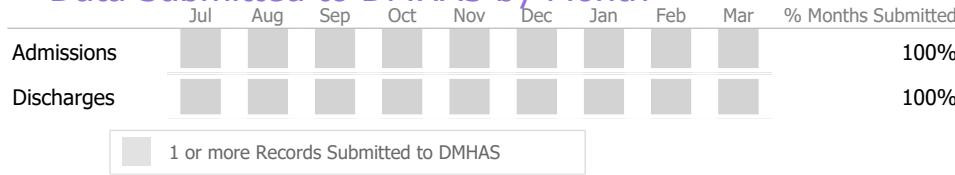
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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



▲ > 10% Over ▼ < 10% Under

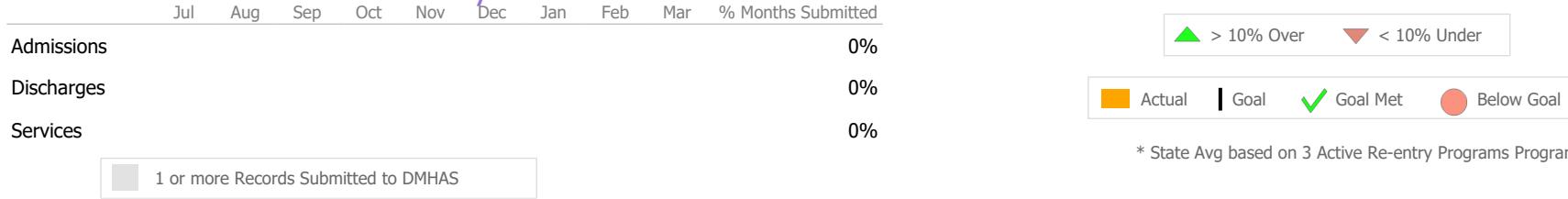
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

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

Data Submitted to DMHAS by Month



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

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	Actual	State Avg
● 6 Month Updates	38%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis	Actual	State Avg
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%

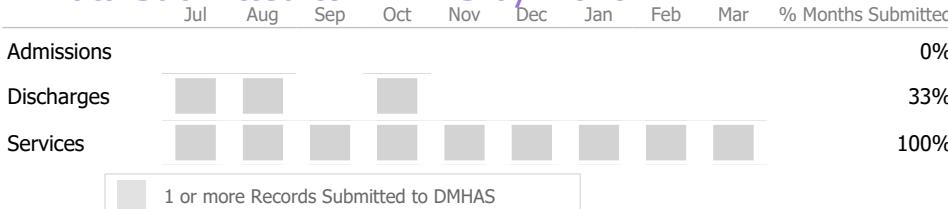
Service Utilization

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

Service Engagement

	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

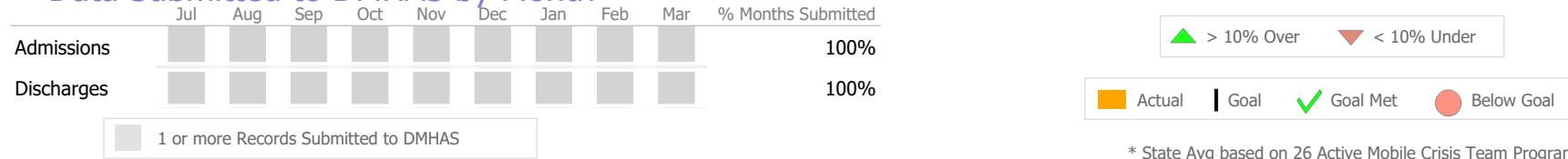
Program Activity

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	67%	275	75%	70%	-8%	▲
Community Location Evaluation	91%	373	80%	71%	11%	▲
Follow-up Service within 48 hours	45%	10	90%	65%	-45%	▼

Data Submitted to DMHAS by Month

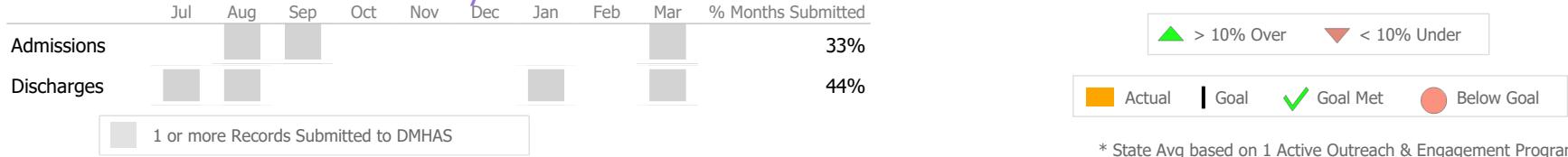


* State Avg based on 26 Active Mobile Crisis Team Programs

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

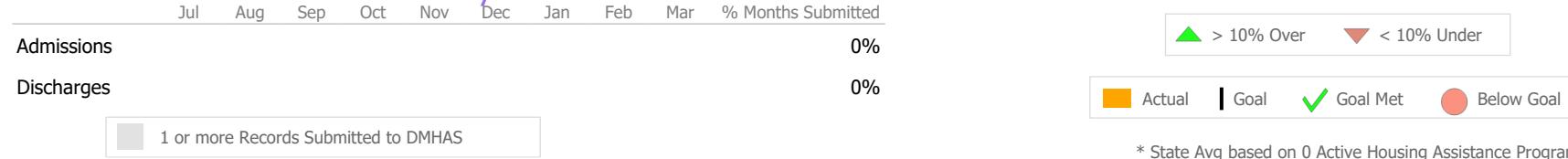


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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

Data Submitted to DMHAS by Month

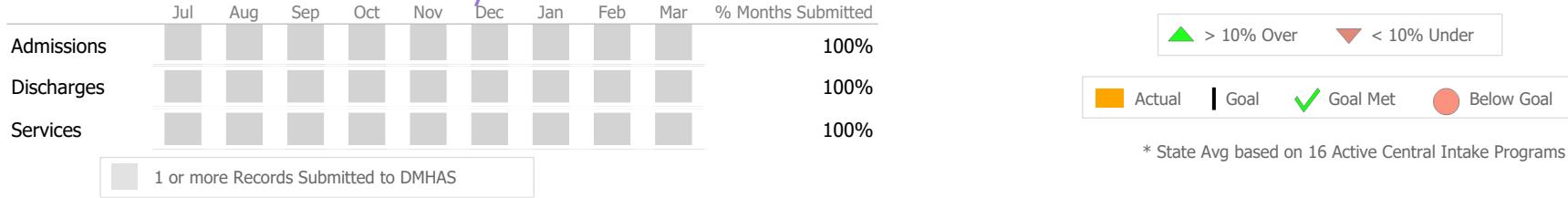


Variances in data may be indicative of operational adjustments related to the pandemic.

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



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

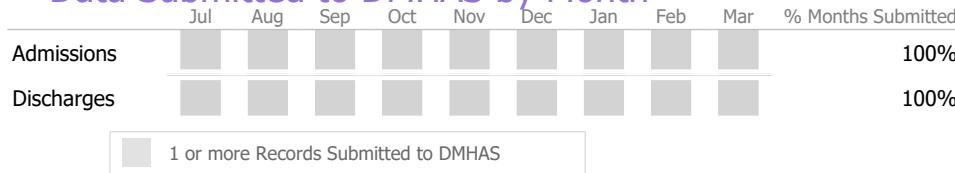
Program Activity

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

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div style="width: 47%;"></div>	47	96%	0%	61%	96% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

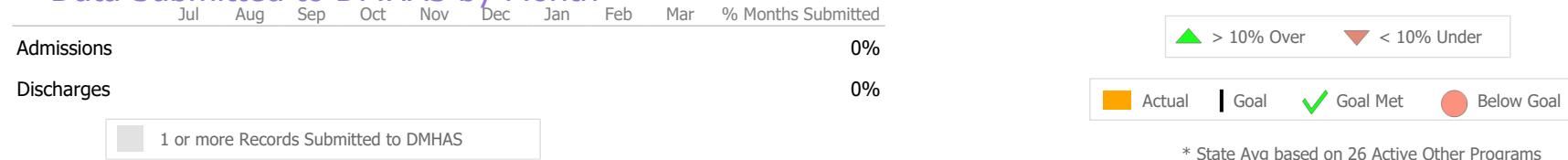
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

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

Data Submitted to DMHAS by Month



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

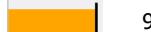
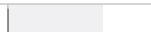
Program Activity

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%	▲

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% 

Data Submission Quality

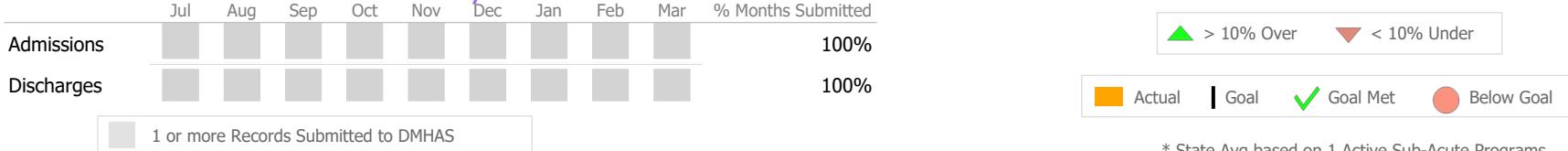
Data Entry	Actual	State Avg	
Valid NOMS Data		94%	94%
On-Time Periodic	Actual	State Avg	
6 Month Updates		0%	0%
Co-occurring	Actual	State Avg	
MH Screen Complete		94%	94%
SA Screen Complete		100%	100%
Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis		91%	91%

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% 



Data Submitted to DMHAS by Month



* State Avg based on 1 Active Sub-Acute Programs

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	Actual	State Avg
✓ 6 Month Updates	99%	53%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
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						
✓ Social Support		150	77%	60%	61%	17%
✓ Stable Living Situation		187	96%	95%	72%	1%
● Employed		44	23%	30%	25%	-7%

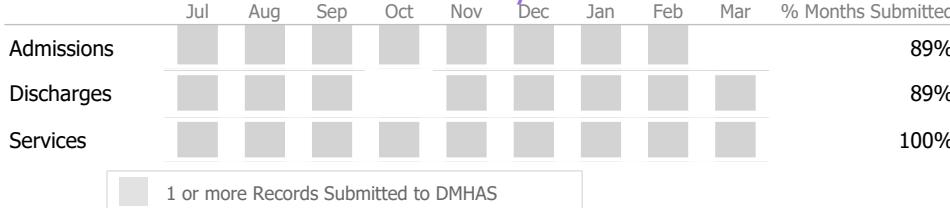
Service Utilization

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

Service Engagement

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

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

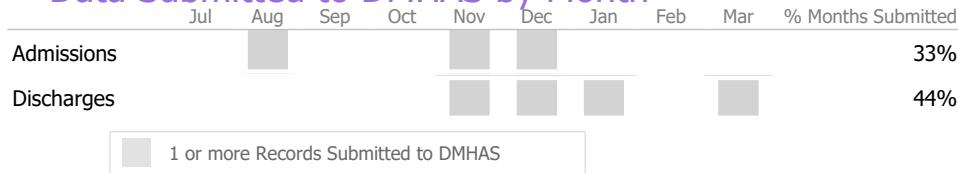
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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

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		Actual	State Avg
✓ 6 Month Updates		92%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		96%	96%
✓ SA Screen Complete		100%	95%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	98%

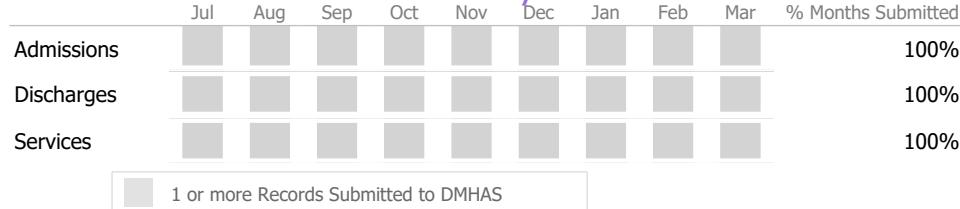
Discharge Outcomes

	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



▲ > 10% Over ▼ < 10% Under

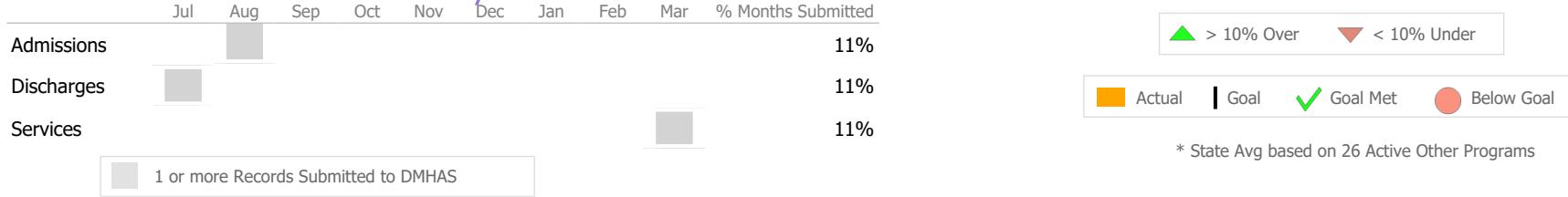
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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



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

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		Actual	State Avg
✓	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	<div style="width: 40%;"></div>	6	40%	65%	48%	-25% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"></div>	15	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 83%;"></div>	5	83%	90%	42%	-7%

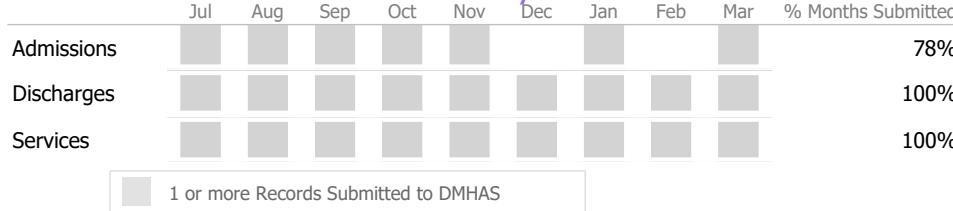
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 81%;"></div>	50	81%	60%	91%	21% ▲
✓ Employed	<div style="width: 19%;"></div>	12	19%	15%	17%	4% ▲
● Social Support	<div style="width: 56%;"></div>	35	56%	60%	79%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	47	100%	90%	99%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs