

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,239	1,088	14%	▲
	Admits	515	411	25%	▲
	Discharges	463	387	20%	▲
	Service Hours	22,998	22,201	4%	
	Bed Days	1,628	1,298	25%	▲
	S.Rehab/PHP/IOP	5,241	918	471%	

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	98%	98%	80%	91%
✓ Participation in Treatment	95%	95%	80%	92%
✓ Quality and Appropriateness	95%	95%	80%	93%
✓ General Satisfaction	94%	94%	80%	92%
✓ Respect	94%	94%	80%	91%
✓ Access	94%	94%	80%	88%
✓ Outcome	83%	83%	80%	83%
● Recovery	73%	73%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Outpatient		1,057	63.6%
Community Support		218	13.1%
Social Rehabilitation		71	4.3%
Employment Services		62	3.7%
ACT		51	3.1%
Case Management		18	1.1%
Residential Services		8	0.5%

Addiction

Medication Assisted Treatment		77	4.6%
Outpatient		36	2.2%
Case Management		3	0.2%

Forensic MH

Forensics Community-based		58	3.5%
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Other

Other		3	0.2%
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Client Demographics

Age

	#	%	State Avg
18-25	161	13%	10%
26-34	212	17%	22%
35-44	192	16%	23%
45-54	201	16%	18%
55-64	260	21%	18%
65+	211	17%	8%

Gender

	#	%	State Avg
Female	621	50%	41%
Male	618	50%	59%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	969	78%	61%

Ethnicity

	#	%	State Avg
Non-Hispanic	974	79%	68%
Unknown	121	10%	12%
Hispanic-Other	82	7%	9%
Hisp-Puerto Rican	53	4%	11%
Hispanic-Cuban	7	1%	0%
Hispanic-Mexican	2	0%	1%

Black/African American

	#	%	State Avg
Black/African American	106	9%	17%

Other

	#	%	State Avg
Other	104	8%	13%

Unknown

	#	%	State Avg
Unknown	39	3%	6%

Asian

	#	%	State Avg
Asian	12	1%	1%

Am. Indian/Native Alaskan

	#	%	State Avg
Am. Indian/Native Alaskan	8	1%	0%

Hawaiian/Other Pacific Islander

	#	%	State Avg
Hawaiian/Other Pacific Islander	1	0%	0%

Multiple Races

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	184	240	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
Valid TEDS Data	55%	84%
On-Time Periodic		
6 Month Updates	23%	15%

Co-occurring	Actual	State Avg
MH Screen Complete	33%	91%
SA Screen Complete	29%	93%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 50%;"></div>	N/A	N/A	50%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div style="width: 43%;"></div>	13	43%	55%	42%	-12% ▼
Stable Living Situation	<div style="width: 77%;"></div>	23	77%	95%	76%	-18% ▼
Not Arrested	<div style="width: 53%;"></div>	16	53%	75%	77%	-22% ▼
Employed	<div style="width: 17%;"></div>	5	17%	50%	33%	-33% ▼
Self Help	<div style="width: 3%;"></div>	1	3%	60%	16%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 83%;"></div>	25	83%	90%	58%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 0%;"></div>	0	0%	75%	63%	-75% ▼

Data Submitted to DMHAS by Month


▲ > 10% Over
▼ < 10% Under
■ Actual
| Goal
✓ Goal Met
● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	1	-	
Service Hours	41	-	

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	97%	95%
	Valid TEDS Data	29%	24%
On-Time Periodic			
	6 Month Updates	0%	74%
Co-occurring			
	MH Screen Complete	57%	44%
	SA Screen Complete	57%	49%
Diagnosis			
	Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
	Treatment Completed Successfully		0	0%	75%	60%	-75%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		4	80%	90%	90%	-10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Outpatient						
	2 or more Services within 30 days		4	67%	75%	81%	-8%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

Program Activity

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

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	N/A	88%
On-Time Periodic		
6 Month Updates	0%	49%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	0%	98%

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		0	0%	30%	26%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	N/A ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
2 or more Services within 30 days		0	0%	75%	79%	-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

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	1	-	
Service Hours	22	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	93%
On-Time Periodic		
6 Month Updates	N/A	48%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	67%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	100%	80%	80%	20% ▲
Employed		0	0%	20%	27%	-20% ▼
Self Help		0	0%	60%	53%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	100%	90%	78%	10%

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under
█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	218	229	-5%
Admits	30	55	-45% ▼
Discharges	62	40	55% ▲
Service Hours	4,474	4,546	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	35%	95%
SA Screen Complete	34%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

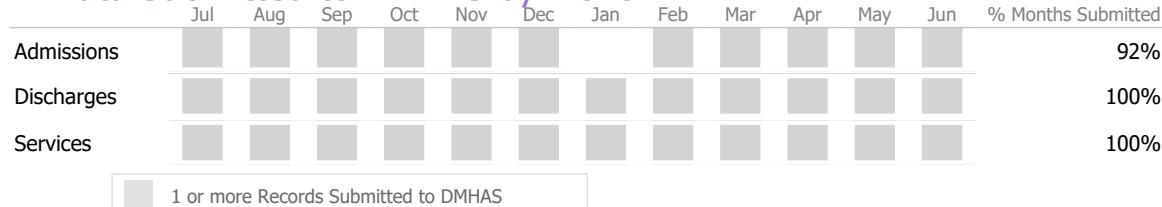
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	53%	65%	56%	-12% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		193	88%	60%	80%	28% ▲
✓ Stable Living Situation		207	94%	80%	87%	14% ▲
● Employed		36	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		155	98%	90%	98%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry Actual State Avg

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 6 Active Integrated Primary Care Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	47	23%	▲
Admits	24	25	-4%	
Discharges	31	12	158%	▲
Service Hours	114	61	85%	▲

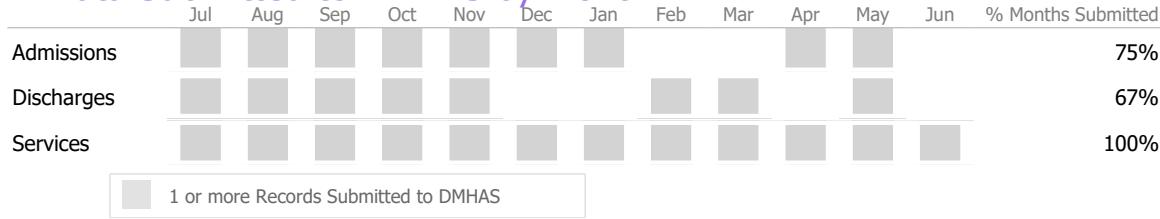
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		21	75%	90%	76%	-15%

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		2	67%	0%	64%	67% ▲

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	1,056	947	12%	▲
Admits	316	208	52%	▲
Discharges	252	202	25%	▲
Service Hours	10,338	10,160	2%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	29%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	48%	90%
SA Screen Complete	48%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	20%	50%	41%	-30%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		785	73%	60%	62%	13% ▲
Employed		281	26%	30%	26%	-4%
Stable Living Situation		924	86%	95%	73%	-9%

Service Utilization

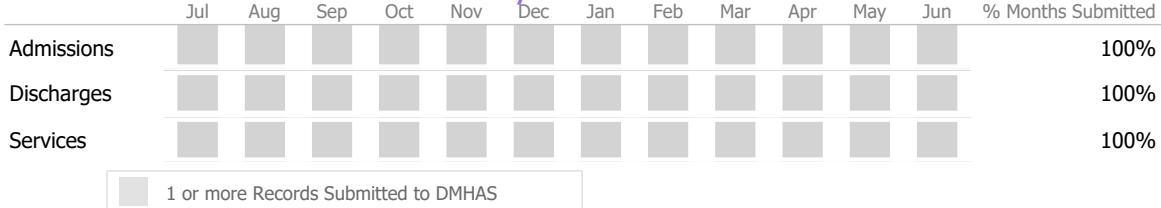
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		752	92%	90%	84%	2%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		224	72%	75%	79%	-3%

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

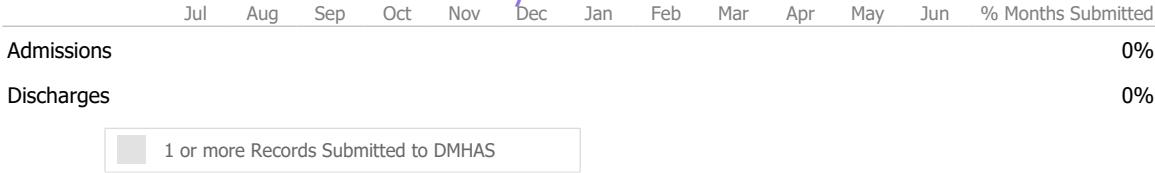
Program Activity

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	75%	N/A

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

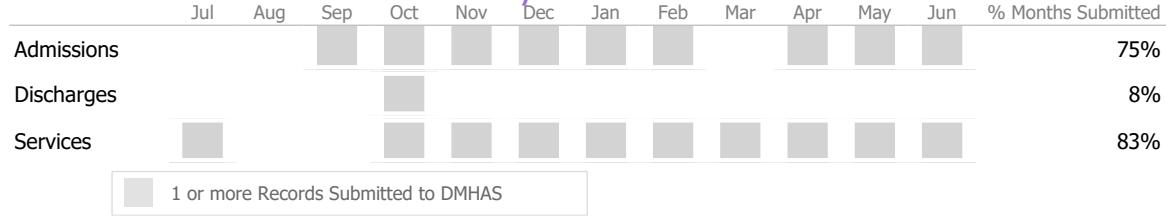
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	10	80%	▲
Admits	18	3	500%	▲
Discharges	1	10	-90%	▼
Service Hours	51	66	-22%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	16	89%	50%	93%	39% 

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	65	9%
Admits	12	4	200% ▲
Discharges	5	5	0%
Service Hours	468	2,713	-83% ▼
Social Rehab/PHP/IOP Days	5,241	918	471% ▲

Service Utilization

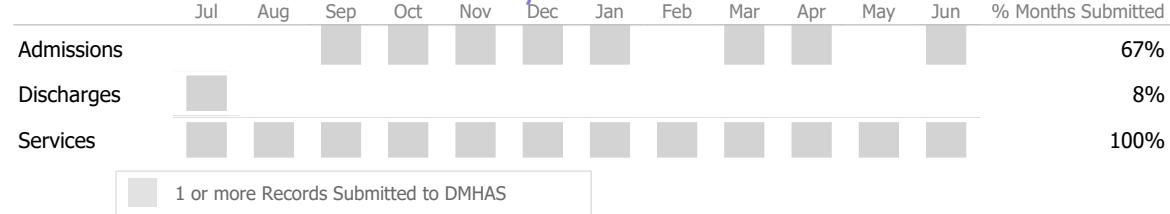
Measure	Actual	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal

64 | 96% | 90% | 75% | 6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	54	43%	▲
Admits	65	45	44%	▲
Discharges	63	42	50%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	92%
Valid TEDS Data	51%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	26%

Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	87%	93%

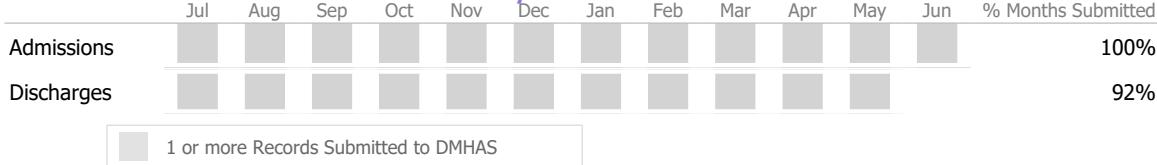
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	Actual % vs Goal %	18	29%	50%	44%	-21% ▼

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	Actual % vs Goal %	61	76%	75%	68%	1%	1%
Stable Living Situation	Actual % vs Goal %	75	94%	95%	64%	-1%	-1%
Employed	Actual % vs Goal %	33	41%	50%	23%	-9%	-9%
Abstinence/Reduced Drug Use	Actual % vs Goal %	30	38%	55%	44%	-17%	-17% ▼
Self Help	Actual % vs Goal %	4	5%	60%	16%	-55%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	64	-3%
Admits	26	33	-21% ▼
Discharges	29	31	-6%
Service Hours	1,087	856	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	26	41%	35%	47%	6%

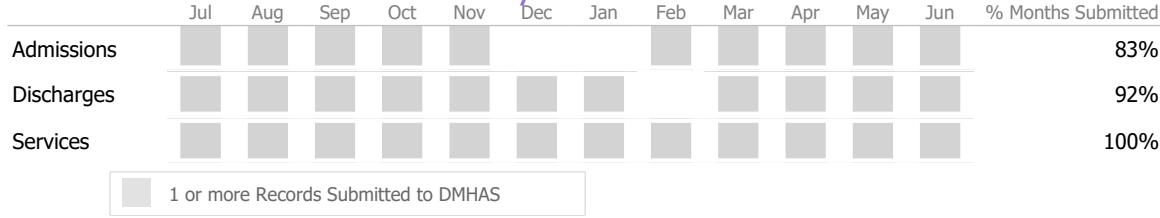
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	34	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	51	0%
Admits	12	11	9%
Discharges	14	11	27% ▲
Service Hours	5,217	3,053	71% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
● Treatment Completed Successfully	█	7	50%	65%	49%	-15%	▼	
✓ No Re-admit within 30 Days of Discharge	█	12	92%	85%	95%	7%		
● Follow-up within 30 Days of Discharge	█	0	0%	90%	43%	-90%	▼	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	85%
On-Time Periodic	Actual	State Avg	
● 6 Month Updates	█	61%	90%
Co-occurring		Actual	State Avg
✓ MH Screen Complete	█	98%	95%
✓ SA Screen Complete	█	98%	92%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis	█	100%	98%

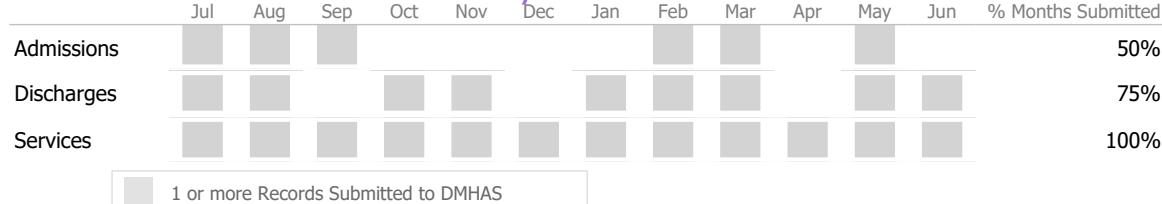
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	█	50	94%	60%	91%	34% ▲
✓ Social Support	█	47	89%	60%	80%	29% ▲
✓ Employed	█	21	40%	15%	19%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	39	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	3	5	-40%	▼
Discharges	3	2	50%	▲
Service Hours	1,003	507	98%	▲
Bed Days	1,628	1,298	25%	▲

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	96%	80%
On-Time Periodic 6 Month Updates	75%	91%

Discharge Outcomes

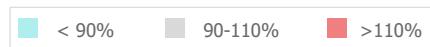
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
Treatment Completed Successfully		0	0%	60%	70%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A	

Recovery

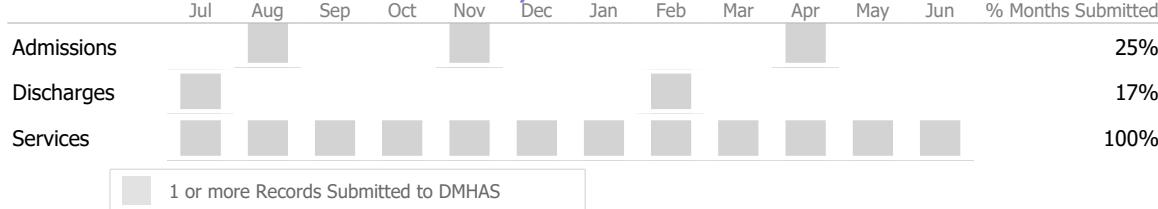
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	84%	40% ▲
✓ Employed		3	38%	25%	12%	13% ▲
✓ Stable Living Situation		8	100%	95%	93%	5%

Bed Utilization

✓ Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
		4	438 days	0.2	112%	90%	91%	22%	▲



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 81 Active Supervised Apartments Programs