

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,389	1,232	13%
	Admits	1,194	1,038	15%
	Discharges	1,120	982	14%
	Service Hours	16,279	14,527	12%
	Bed Days	4,237	2,803	51%

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

Consumer Satisfaction Survey

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	485	27.5%
	Outpatient	294	16.7%
	Community Support	232	13.2%
	ACT	174	9.9%
	Intake	131	7.4%
	Residential Services	49	2.8%
	Other	2	0.1%
Forensic MH			
	Forensics Community-based	396	22.5%

Client Demographics

Age	#	%	State Avg
18-25	203	15%	10%
26-34	296	22%	22%
35-44	281	20%	23%
45-54	232	17%	18%
55-64	226	16%	18%
65+	134	10%	8%

Gender	#	%	State Avg
Male	812	59%	59%
Female	565	41%	41%
Transgender	11	1%	0%

Race	#	%	State Avg
White/Caucasian	802	67%	61%
Black/African American	180	15%	17%
Other	88	7%	13%
Unknown	65	5%	6%
Multiple Races	43	4%	1%
Am. Indian/Native Alaskan	18	1%	0%
Asian	7	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	943	68%	68%
Unknown	287	21%	12%
Hispanic-Other	87	6%	9%
Hisp-Puerto Rican	65	5%	11%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	3	0%	1%

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	105	112	-6%
Admits	27	43	-37% ▼
Discharges	31	35	-11% ▼
Service Hours	3,677	3,535	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	 	17	55%	65%	49%	-10% ▼
✓ No Re-admit within 30 Days of Discharge	 	28	97%	85%	95%	12% ▲
● Follow-up within 30 Days of Discharge	 	12	71%	90%	43%	-19% ▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	 	95% 85%
On-Time Periodic 6 Month Updates	 	48% 90%
Co-occurring MH Screen Complete	 	90% 95%
✓ SA Screen Complete	 	100% 92%
Diagnosis Valid Axis I Diagnosis	 	96% 98%

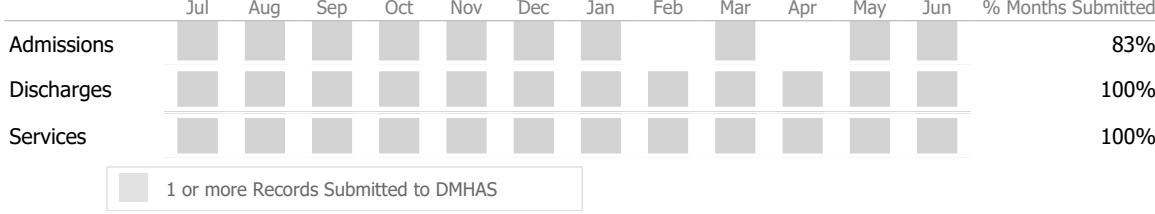
Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	91	86%	60%	91%	26% ▲
● Social Support	 	58	55%	60%	80%	-5% ▼
● Employed	 	10	9%	15%	19%	-6% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	75	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

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

Actual

State Avg

N/A

49%

Co-occurring

MH Screen Complete

SA Screen Complete

Actual

State Avg

N/A

90%

N/A

91%

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%	26%	-30% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

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

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun % Months Submitted

Admissions

0%

Discharges

0%

1 or more Records Submitted to DMHAS

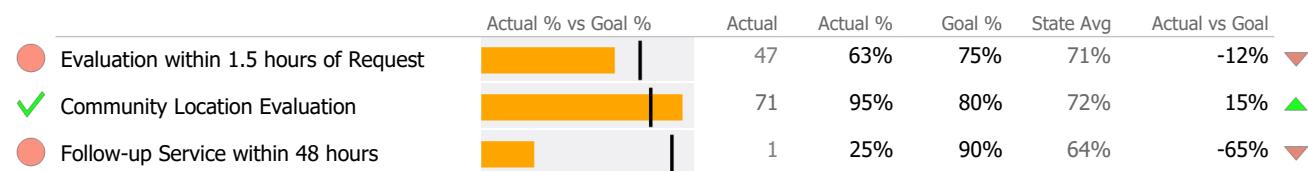
▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

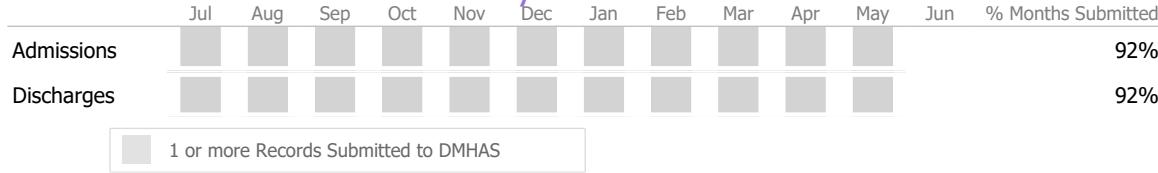
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	94	2%
Admits	110	107	3%
Discharges	92	102	-10%

Crisis



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

	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 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	110	-5%
Admits	8	9	-11% ▼
Discharges	9	13	-31% ▼
Service Hours	682	535	28% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	88%
On-Time Periodic		Actual	State Avg
6 Month Updates		18%	49%
Co-occurring		Actual	State Avg
MH Screen Complete		N/A	90%
SA Screen Complete		N/A	91%
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		4	44%	50%	41%	-6%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		84	80%	60%	62%	20% ▲
● Stable Living Situation		95	90%	95%	73%	-5%
● Employed		12	11%	30%	26%	-19% ▼

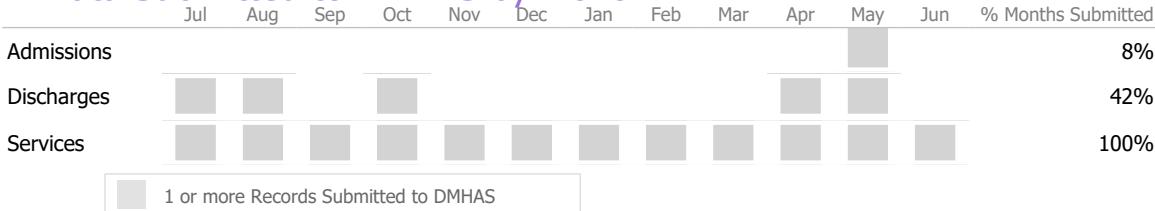
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		92	96%	90%	84%	6%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
● 2 or more Services within 30 days		3	38%	75%	79%	-37% ▼

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

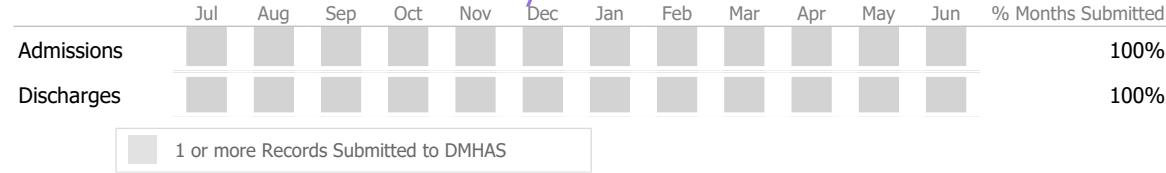
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	407	349	17% ▲
Admits	554	477	16% ▲
Discharges	544	476	14% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request	 	360	66%	75%	71%	-9%
Community Location Evaluation	 	503	92%	80%	72%	12% ▲
Follow-up Service within 48 hours	 	11	39%	90%	64%	-51% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

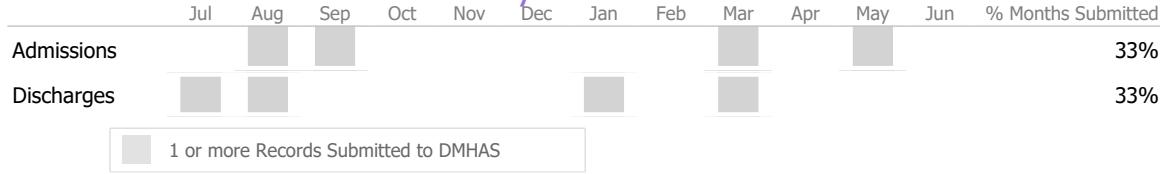
| Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	4	4	0%
Discharges	4	2	100% ▲

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

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	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

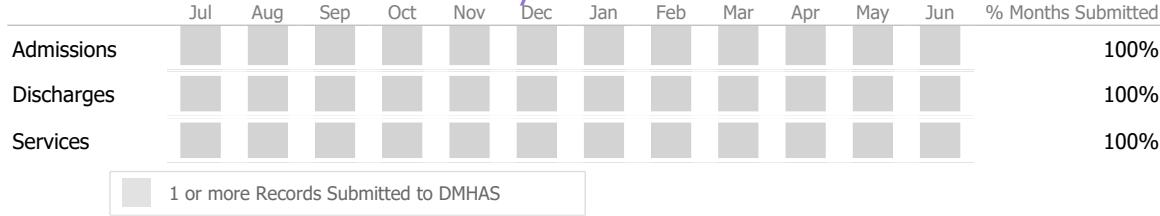
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	131	0%
Admits	131	127	3%
Discharges	129	128	1%
Service Hours	275	284	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 16 Active Central Intake Programs

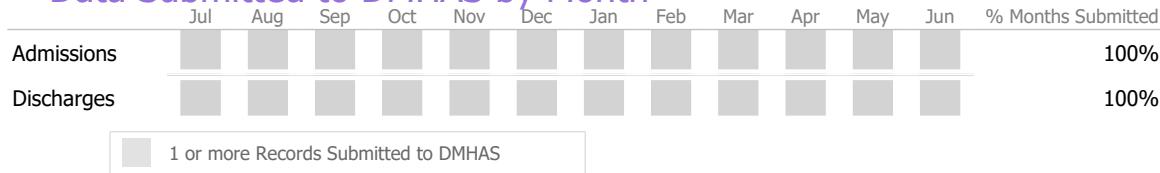
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	336	251	34% ▲
Admits	193	117	65% ▲
Discharges	159	97	64% ▲

Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

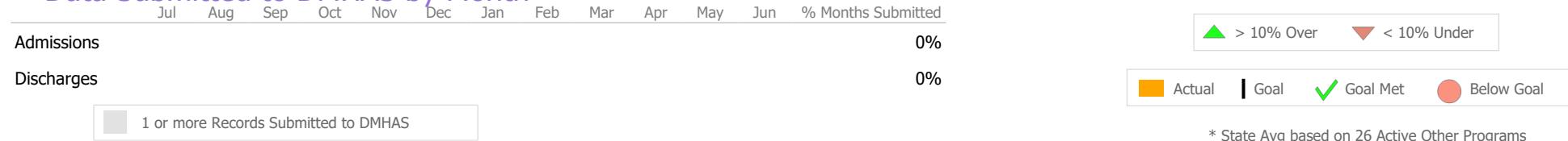
■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	49	49	0%
Admits	42	42	0%
Discharges	39	42	-7%
Bed Days	4,237	2,803	51% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
● Treatment Completed Successfully	█	28	72%	95%	72%	-23%	▼	
✓ No Re-admit within 30 Days of Discharge	█	37	95%	85%	95%	10%		
✓ Follow-up within 30 Days of Discharge	█	26	93%	90%	93%	3%		

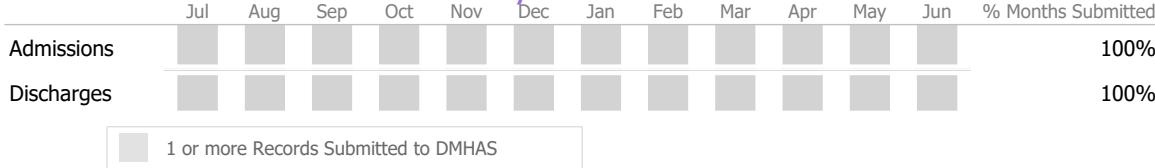
Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	█	95%	95%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates	█	0%	0%
Co-occurring		Actual	State Avg
✓ MH Screen Complete	█	95%	95%
✓ SA Screen Complete	█	100%	100%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis	█	90%	90%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal			
									< 90%	90-110%	> 110%
● Avg Utilization Rate	█	15	150 days	0.2	77%	90%	77%	-13%	▼		

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	194	2%
Admits	37	56	-34%
Discharges	41	34	21%
Service Hours	3,757	2,825	33%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 23%; background-color: orange;"></div>	23	56%	50%	41%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 79%;"> </div></div>	156	79%	60%	62%	19%
✓ Stable Living Situation	<div><div style="width: 96%;"> </div></div>	191	96%	95%	73%	1%
● Employed	<div><div style="width: 24%;"> </div></div>	47	24%	30%	26%	-6%

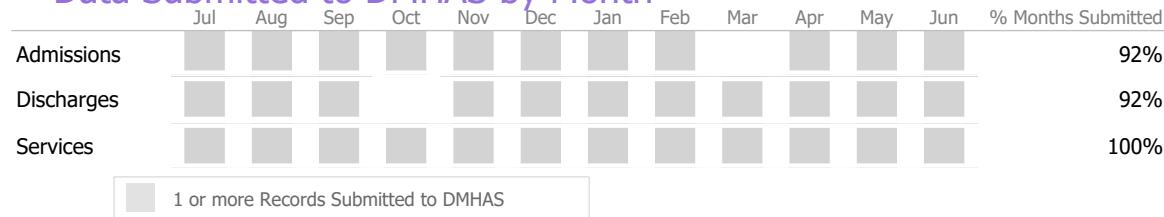
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 99%; background-color: #FFA500; height: 10px; display: inline-block;"></div>	156	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 73%; background-color: orange;"></div>	27	73%	75%	79%	-2%

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

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

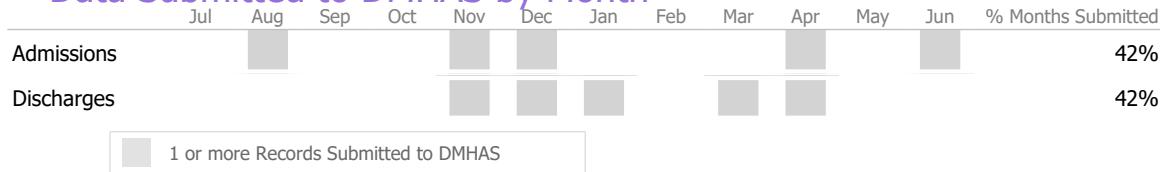
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	31	10%
Admits	6	7	-14% ▼
Discharges	7	3	133% ▲

Jail Diversion

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	2	100%	0%	64%	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	232	204	14%	▲
Admits	58	28	107%	▲
Discharges	45	28	61%	▲
Service Hours	4,488	3,873	16%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	85%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	83%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	98%	95%
✓ SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	98%

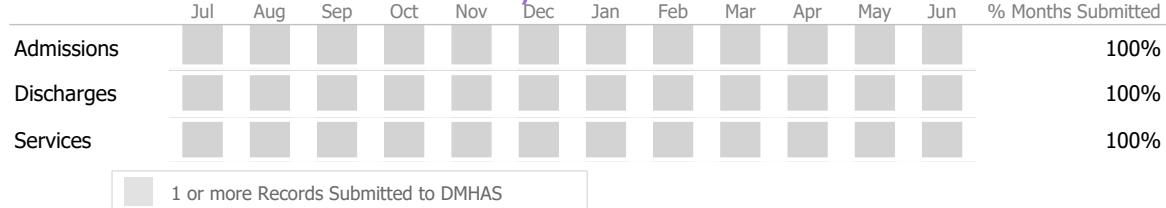
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		26	58%	65%	56%	-7%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		221	94%	80%	87%	14% ▲
✓ Social Support		161	69%	60%	80%	9% ▲
● Employed		17	7%	20%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		186	98%	90%	98%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

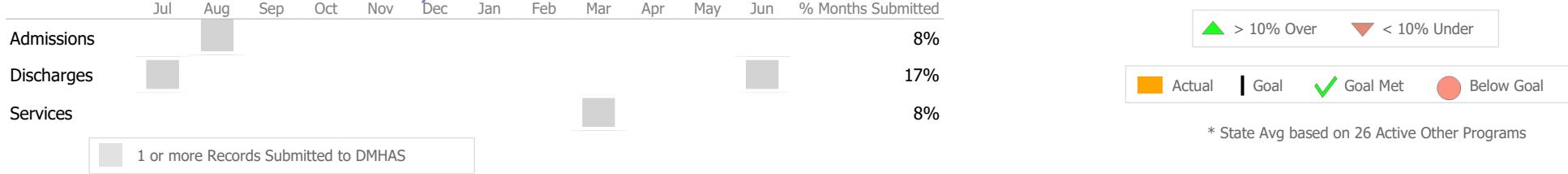
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	4	-50%	▼
Admits	1	4	-75%	▼
Discharges	2	3	-33%	▼
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	69	65	6%
Admits	23	17	35% ▲
Discharges	18	19	-5%
Service Hours	3,399	3,475	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
● Treatment Completed Successfully	<div style="width: 33%; background-color: orange;"></div>	6	33%	65%	49%	-32% ▼		
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	18	100%	85%	95%	15% ▲		
● Follow-up within 30 Days of Discharge	<div style="width: 83%; background-color: orange;"></div>	5	83%	90%	43%	-7% ▼		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	<div style="width: 91%; background-color: orange;"></div>	91%	85%
On-Time Periodic			
● 6 Month Updates	<div style="width: 82%; background-color: orange;"></div>	82%	90%
Co-occurring		Actual	State Avg
✓ MH Screen Complete	<div style="width: 100%; background-color: orange;"></div>	100%	95%
✓ SA Screen Complete	<div style="width: 100%; background-color: orange;"></div>	100%	92%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width: 100%; background-color: orange;"></div>	100%	98%

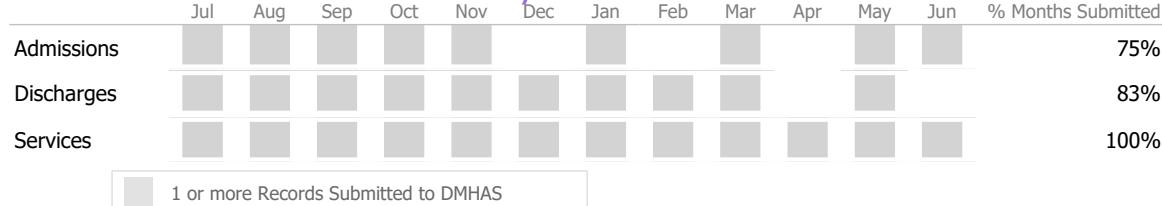
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 83%; background-color: orange;"></div>	57	83%	60%	91%	23% ▲
✓ Employed	<div style="width: 22%; background-color: orange;"></div>	15	22%	15%	19%	7% ▼
✓ Social Support	<div style="width: 61%; background-color: orange;"></div>	42	61%	60%	80%	1% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%; background-color: orange;"></div>	51	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