

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	919	873	5%
	Admits	951	975	-2%
	Discharges	915	949	-4%
	Service Hours	1,356	1,343	1%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	624	67.9%
	Outpatient	295	32.1%

### Consumer Satisfaction Survey

(Based on 105 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		92%	80%	83%
✓ Recovery		90%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	110	12%	10%
26-34	154	17%	20%
35-44	155	17%	24%
45-54	157	18%	18%
55-64	196	22%	19%
65+	125	14%	9%

Gender	#	%	State Avg
Female	504	55%	▲ 41%
Male	413	45%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	473	51%	▼ 68%
Hisp-Puerto Rican	166	18%	11%
Hispanic-Other	131	14%	9%
Unknown	117	13%	12%
Hispanic-Mexican	32	3%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	439	48%	▼ 61%
Other	199	22%	13%
Unknown	130	14%	7%
Black/African American	129	14%	17%
Asian	13	1%	1%
Multiple Races	4	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

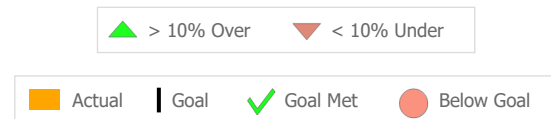
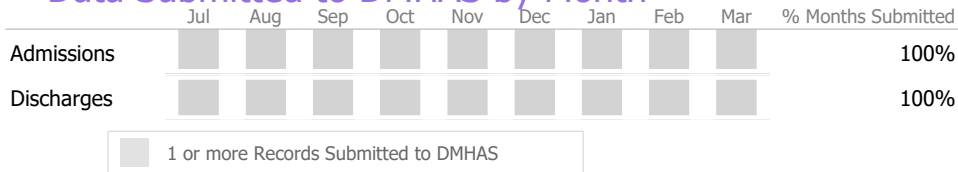
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	104	4%
Admits	122	132	-8%
Discharges	120	132	-9%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		126	96%	75%	68%	21% ▲
✓ Community Location Evaluation		128	98%	80%	76%	18% ▲
✓ Follow-up Service within 48 hours		55	100%	90%	71%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 26 Active Mobile Crisis Team Programs

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

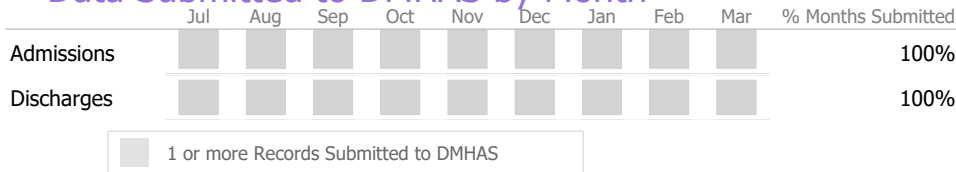
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	108	8%
Admits	173	199	-13% ▼
Discharges	172	198	-13% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		154	97%	75%	68%	22% ▲
✓ Community Location Evaluation		153	97%	80%	76%	17% ▲
✓ Follow-up Service within 48 hours		112	100%	90%	71%	10%

### 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

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

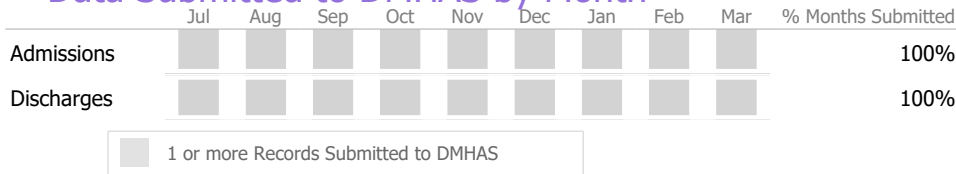
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	137	-3%
Admits	171	194	-12% ▼
Discharges	171	194	-12% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		165	96%	75%	68%	21% ▲
✓ Community Location Evaluation		171	100%	80%	76%	20% ▲
✓ Follow-up Service within 48 hours		107	100%	90%	71%	10%

### 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

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

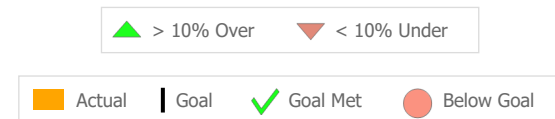
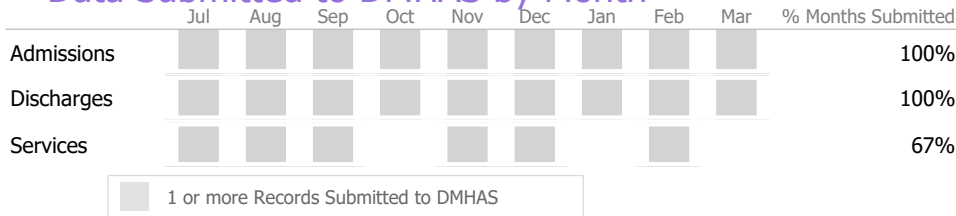
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	148	-2%
Admits	198	246	-20% ▼
Discharges	198	246	-20% ▼
Service Hours	20	49	-58% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		137	94%	75%	68%	19% ▲
✓ Community Location Evaluation		139	96%	80%	76%	16% ▲
● Follow-up Service within 48 hours		47	44%	90%	71%	-46% ▼

### Data Submitted to DMHAS by Month





\* 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	0	4	▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

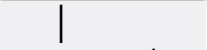
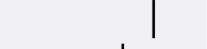
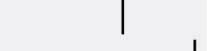
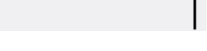
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	 N/A	49%

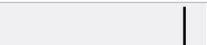
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	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% ▼
Improved/Maintained Function Score		N/A	N/A	75%	25%	-75% ▼
Social Support		N/A	N/A	60%	60%	-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%	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 71 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	1	5	-80% ▼
Admits	-	-	
Discharges	-	3	-100% ▼
Service Hours	2	3	-42% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
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		N/A	N/A	50%	44%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	60%	40% ▲
✓ Improved/Maintained Function Score		1	100%	75%	25%	25% ▲
✓ Stable Living Situation		1	100%	95%	73%	5%
● Employed		0	0%	30%	25%	-30% ▼

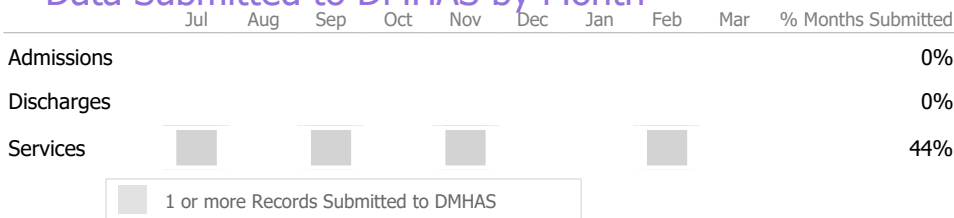
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	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 71 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	1	-	
Service Hours	7	7	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	40%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	89%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	44%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	25%	-30% ▼
Improved/Maintained Function Score		3	17%	75%	25%	-58% ▼
Social Support		0	0%	60%	60%	-60% ▼
Stable Living Situation		1	6%	95%	73%	-89% ▼

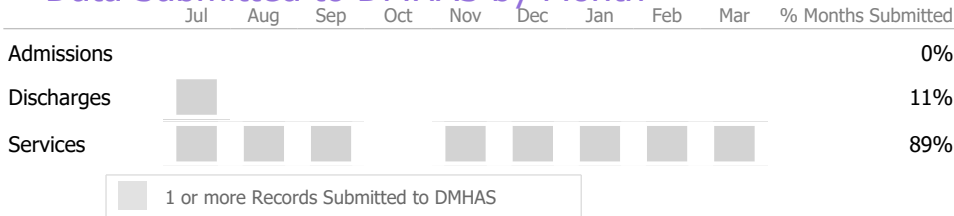
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	18%	90%	82%	-72% ▼

### 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 71 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	40	-38% ▼
Admits	-	9	-100% ▼
Discharges	3	8	-63% ▼
Service Hours	130	186	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	49%
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		3	100%	50%	44%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	96%	95%	73%	1%
● Employed		7	28%	30%	25%	-2%
● Social Support		13	52%	60%	60%	-8%
● Improved/Maintained Function Score		14	56%	75%	25%	-19% ▼

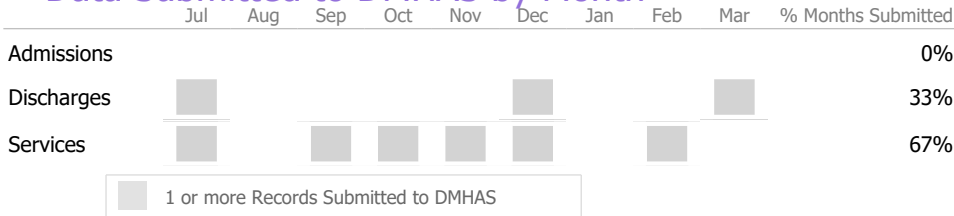
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	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 71 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	64	3%
Admits	5	5	0%
Discharges	3	4	-25% ▼
Service Hours	312	273	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	49%
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		2	67%	50%	44%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	61%	60%	60%	1%
● Employed		17	25%	30%	25%	-5%
● Stable Living Situation		52	78%	95%	73%	-17% ▼
● Improved/Maintained Function Score		12	18%	75%	25%	-57% ▼

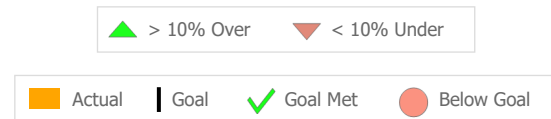
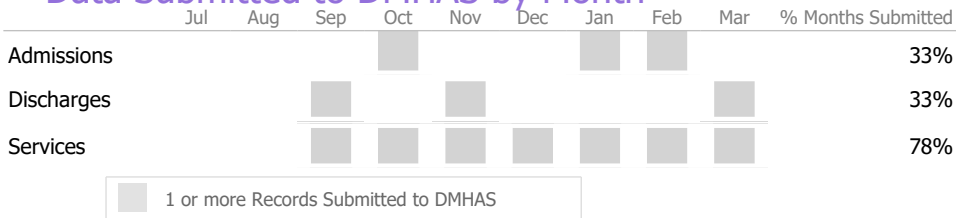
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		50	77%	90%	82%	-13% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	40%	75%	78%	-35% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 71 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	55	76% ▲
Admits	52	42	24% ▲
Discharges	35	11	218% ▲
Service Hours	401	182	121% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	49%
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		1	3%	50%	44%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		32	33%	30%	25%	3%
Stable Living Situation		87	90%	95%	73%	-5%
Social Support		43	44%	60%	60%	-16% ▼
Improved/Maintained Function Score		8	8%	75%	25%	-67% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	91%	90%	82%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		48	92%	75%	78%	17% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■		■			■	56%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 71 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	125	-30% ▼
Admits	17	15	13% ▲
Discharges	2	24	-92% ▼
Service Hours	484	643	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
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		2	100%	50%	44%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		78	89%	60%	60%	29% ▲
Employed		24	27%	30%	25%	-3%
Stable Living Situation		79	90%	95%	73%	-5%
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

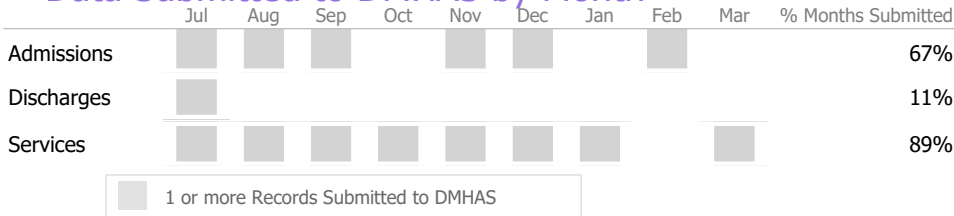
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	88%	90%	82%	-2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	76%	75%	78%	1%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

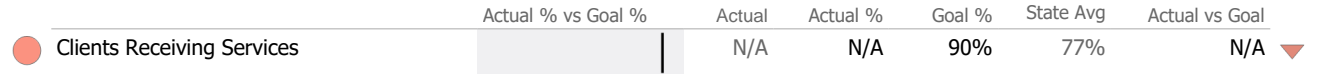
\* State Avg based on 71 Active Standard Outpatient Programs

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

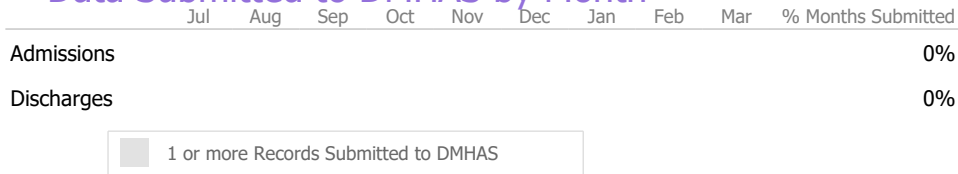
### Program Activity

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

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation 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	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	22%	-20% ▼
Social Support		N/A	N/A	60%	74%	-60% ▼
Stable Living Situation		N/A	N/A	80%	78%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

■ 1 or more Records Submitted to DMHAS

\* State Avg based on 31 Active Standard Case Management Programs

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

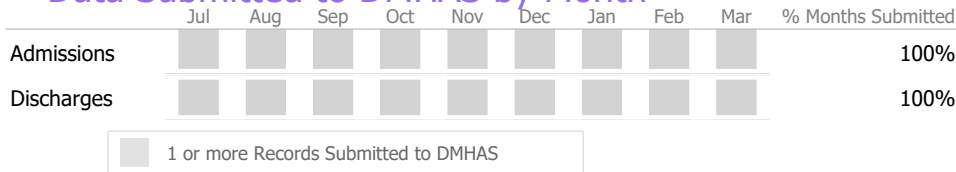
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	122	43% ▲
Admits	213	133	60% ▲
Discharges	210	129	63% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		203	99%	75%	68%	24% ▲
✓ Community Location Evaluation		178	87%	80%	76%	7%
✓ Follow-up Service within 48 hours		25	96%	90%	71%	6%

### 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

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