

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,336	1,228	9%
	Admits	896	893	0%
	Discharges	772	847	-9%
	Service Hours	11,525	12,520	-8%
	Bed Days	3,606	3,070	17% ▲

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

Consumer Satisfaction Survey

(Based on 171 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	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	403	25.1%
	Outpatient	264	16.4%
	Community Support	209	13.0%
	ACT	168	10.5%
	Intake	68	4.2%
	Residential Services	32	2.0%
	Other	1	0.1%
	Forensic MH	Forensics Community-based	462

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	196	15%	10%	Male	811	61%	59%
26-34	298	23%	20%	Female	509	38%	41%
35-44	284	21%	24%	Transgender	14	1%	0%
45-54	211	16%	18%	Race			
55-64	207	16%	19%	White/Caucasian	799	66%	61%
65+	127	10%	9%	Black/African American	185	15%	17%
Ethnicity				Other	88	7%	13%
Non-Hispanic	940	70%	68%	Unknown	60	5%	7%
Unknown	232	17%	12%	Multiple Races	44	4%	1%
Hispanic-Other	101	8%	9%	Am. Indian/Native Alaskan	15	1%	1%
Hisp-Puerto Rican	57	4%	11%	Asian	13	1%	1%
Hispanic-Cuban	4	0%	0%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Mexican	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	95	101	-6%
Admits	21	24	-13% ▼
Discharges	18	22	-18% ▼
Service Hours	2,767	2,936	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	39%	65%	59%	-26% ▼
✓ No Re-admit within 30 Days of Discharge		16	89%	85%	93%	4%
● Follow-up within 30 Days of Discharge		5	71%	90%	48%	-19% ▼

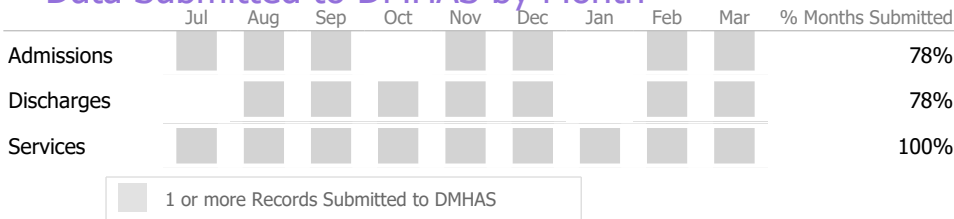
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		76	80%	60%	89%	20% ▲
✓ Social Support		58	61%	60%	78%	1%
● Employed		7	7%	15%	18%	-8%
● Improved/Maintained Function Score		0	0%	85%	21%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	99%	90%	99%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

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

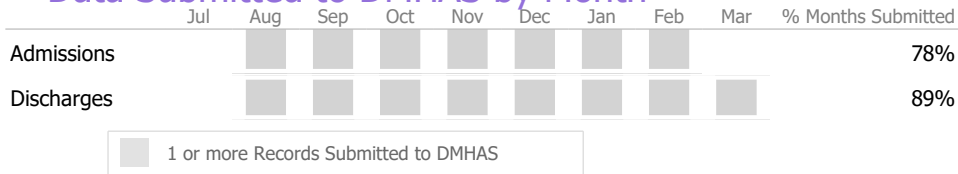
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	79	8%
Admits	68	89	-24% ▼
Discharges	40	78	-49% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	68%	-75% ▼
● Community Location Evaluation		1	3%	80%	76%	-77% ▼
● Follow-up Service within 48 hours		0	NA	90%	71%	-90% ▼

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	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	96	97	-1%
Admits	-	-	
Discharges	7	3	133% ▲
Service Hours	586	471	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	15%	49%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	50%	44%	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		52	54%	60%	60%	-6%
● Employed		7	7%	30%	25%	-23% ▼
● Stable Living Situation		55	57%	95%	73%	-38% ▼
● Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

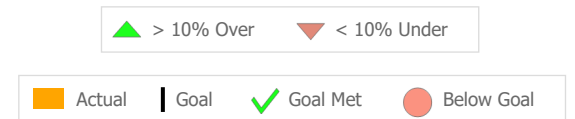
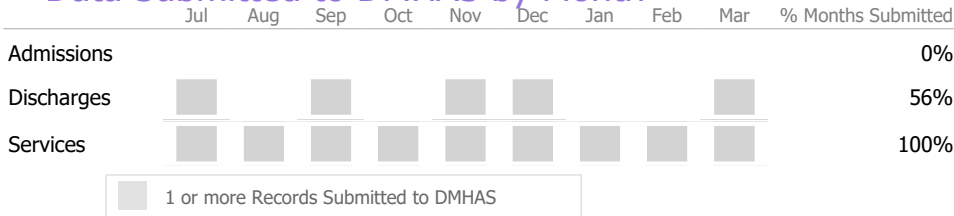
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	93%	90%	82%	3%

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



* State Avg based on 71 Active Standard Outpatient Programs

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

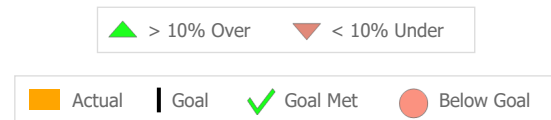
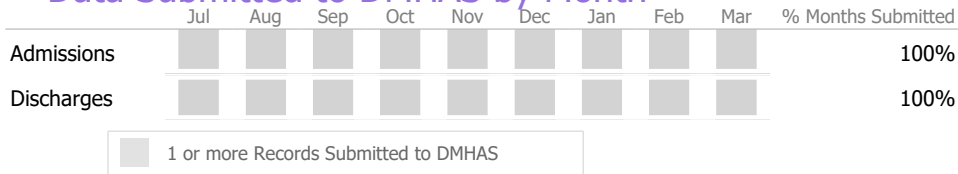
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	340	303	12% ▲
Admits	420	411	2%
Discharges	387	411	-6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		280	67%	75%	68%	-8%
✓ Community Location Evaluation		388	93%	80%	76%	13% ▲
● Follow-up Service within 48 hours		4	29%	90%	71%	-61% ▼

Data Submitted to DMHAS by Month



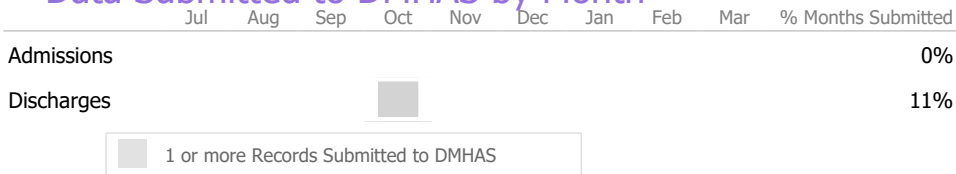
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	-	3	-100% ▼
Discharges	1	4	-75% ▼

Data Submitted to DMHAS by Month



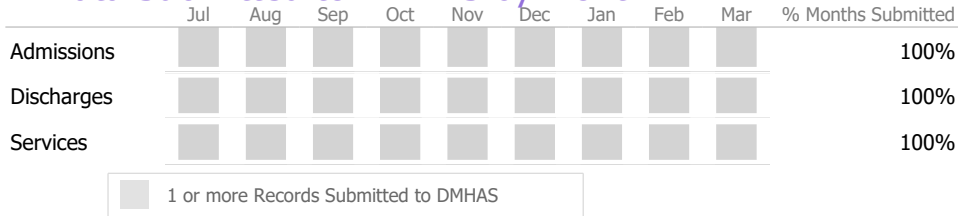
* State Avg based on 1 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	104	-35% ▼
Admits	63	100	-37% ▼
Discharges	70	98	-29% ▼
Service Hours	134	213	-37% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal


* State Avg based on 15 Active Central Intake Programs

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

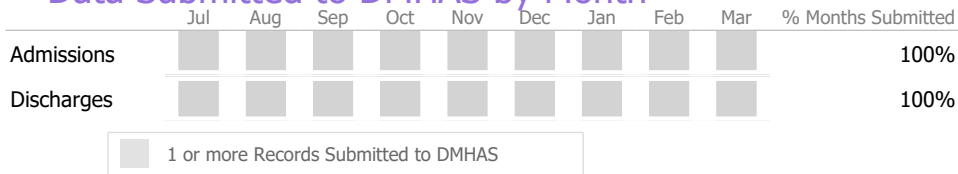
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	405	279	45% ▲
Admits	234	134	75% ▲
Discharges	168	118	42% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		64	96%	0%	74%	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

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	-	-	
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 27 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	43	-26% ▼
Admits	21	35	-40% ▼
Discharges	21	32	-34% ▼
Bed Days	3,606	3,070	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic		
6 Month Updates	83%	83%
Diagnosis		
Valid Axis I Diagnosis	91%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	62%	95%	62%	-33% ▼
No Re-admit within 30 Days of Discharge		19	95%	85%	95%	10%
Follow-up within 30 Days of Discharge		12	92%	90%	92%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	3%	95%	3%	-92% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	291 days	0.2	88%	90%	88%	-2%

■ < 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%

■ 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	172	194	-11% ▼
Admits	19	33	-42% ▼
Discharges	27	23	17% ▲
Service Hours	2,166	2,840	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	90%
On-Time Periodic		
6 Month Updates	82%	49%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	44%	50%	44%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		121	70%	60%	60%	10%
Stable Living Situation		160	92%	95%	73%	-3%
Employed		35	20%	30%	25%	-10%
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

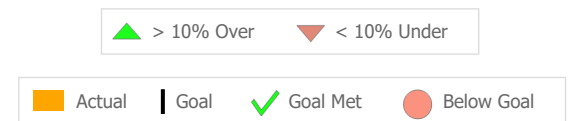
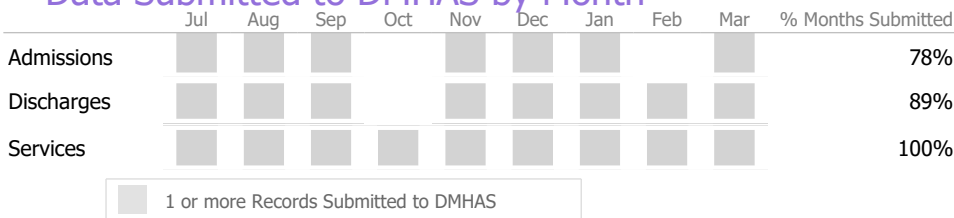
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		144	99%	90%	82%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	78%	75%	78%	3%

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.

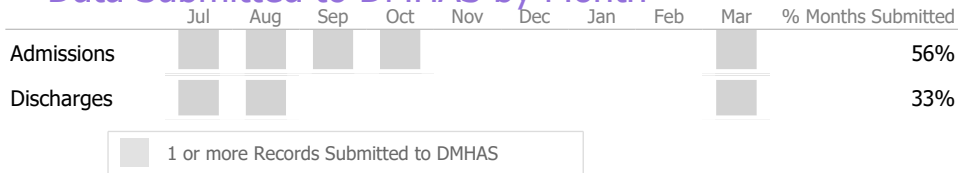
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	31	6%
Admits	6	3	100% ▲
Discharges	3	6	-50% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	100%	0%	74%	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	209	219	-5%
Admits	20	44	-55% ▼
Discharges	20	36	-44% ▼
Service Hours	3,578	3,340	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	89%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	60%	65%	55%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		194	93%	80%	88%	13% ▲
Social Support		146	70%	60%	79%	10%
Employed		21	10%	20%	15%	-10% ▼
Improved/Maintained Function Score		1	0%	65%	30%	-65% ▼

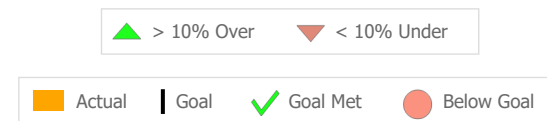
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		188	99%	90%	98%	9%

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



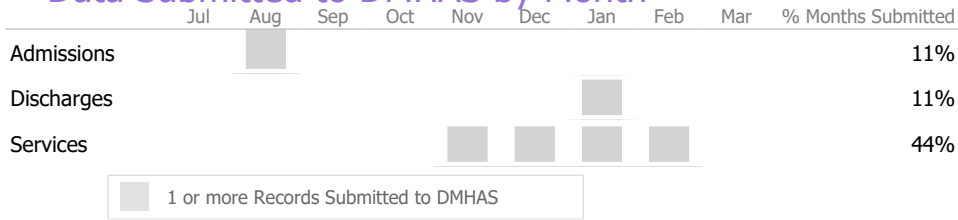
* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	6	1	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	62	19% ▲
Admits	23	16	44% ▲
Discharges	9	15	-40% ▼
Service Hours	2,289	2,719	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	67%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	44%	65%	59%	-21% ▼
No Re-admit within 30 Days of Discharge		8	89%	85%	93%	4%
Follow-up within 30 Days of Discharge		3	75%	90%	48%	-15% ▼

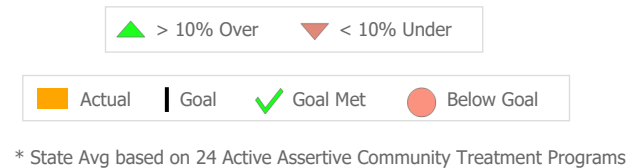
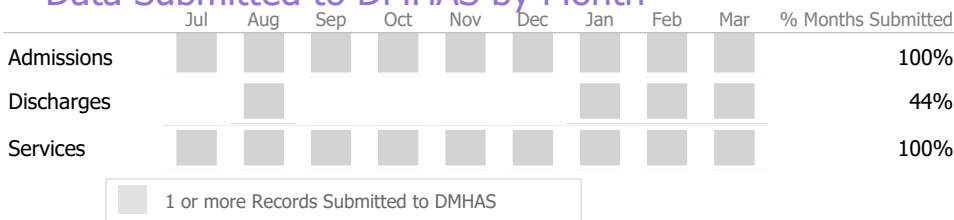
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		64	86%	60%	89%	26% ▲
Social Support		56	76%	60%	78%	16% ▲
Employed		21	28%	15%	18%	13% ▲
Improved/Maintained Function Score		0	0%	85%	21%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	100%	90%	99%	10%

Data Submitted to DMHAS by Month



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