

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	536	504	6%
	Admits	393	340	16% ▲
	Discharges	399	334	19% ▲
	Service Hours	434	517	-16% ▼

▲ > 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	269	50.2%
	Outpatient	267	49.8%

### Consumer Satisfaction Survey

(Based on 121 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		88%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	44	8%	8%
26-34	78	15%	18%
35-44	86	16%	24%
45-54	116	22%	19%
55-64	133	25%	20%
65+	72	14%	11%

Gender	#	%	State Avg
Female	338	63%	▲ 42%
Male	197	37%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	209	39%	▼ 66%
Hisp-Puerto Rican	156	29%	▲ 11%
Hispanic-Other	102	19%	10%
Unknown	40	7%	13%
Hispanic-Mexican	29	5%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	260	49%	▼ 60%
Other	147	27%	▲ 12%
Unknown	87	16%	8%
Black/African American	31	6%	▼ 17%
Asian	4	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Am. Indian/Native Alaskan	1	0%	1%

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

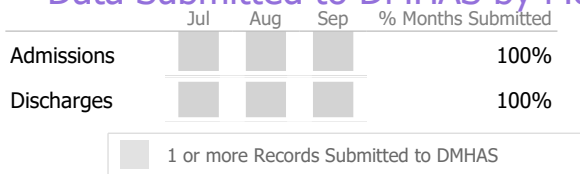
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	39	44% ▲
Admits	66	36	83% ▲
Discharges	66	36	83% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		52	95%	75%	78%	20% ▲
✓ Community Location Evaluation		54	98%	80%	82%	18% ▲
✓ Follow-up Service within 48 hours		37	100%	90%	85%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 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	82	49	67% ▲
Admits	125	67	87% ▲
Discharges	126	67	88% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		110	96%	75%	78%	21% ▲
● Community Location Evaluation		57	50%	80%	82%	-30% ▼
✓ Follow-up Service within 48 hours		97	100%	90%	85%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	52	25% ▲
Admits	103	59	75% ▲
Discharges	102	59	73% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		97	98%	75%	78%	23% ▲
● Community Location Evaluation		33	33%	80%	82%	-47% ▼
✓ Follow-up Service within 48 hours		79	100%	90%	85%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

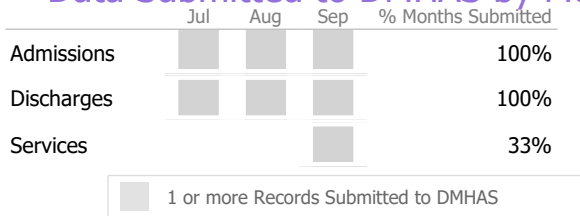
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	74	-23% ▼
Admits	54	89	-39% ▼
Discharges	54	89	-39% ▼
Service Hours	6	13	-51% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		35	97%	75%	78%	22% ▲
✓ Community Location Evaluation		31	86%	80%	82%	6%
● Follow-up Service within 48 hours		9	33%	90%	85%	-57% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under



\* State Avg based on 25 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		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

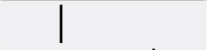
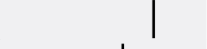
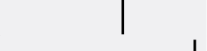
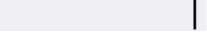
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	 N/A	55%

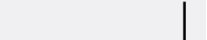
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	37%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Function Score		N/A	N/A	75%	35%	-75% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	71%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 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	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1		20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	37%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	100%	75%	35%	25% ▲
Employed		0	0%	30%	23%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	71%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	100%	90%	79%	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%	61%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 75 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	2	1	36% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	37%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	23%	-30% ▼
Improved/Maintained Function Score		3	18%	75%	35%	-57% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	71%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	12%	90%	79%	-78% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 75 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	25	12% ▲
Admits	2	-	
Discharges	3	1	200% ▲
Service Hours	70	43	62% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	95%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	37%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	96%	95%	71%	1%
● Employed		7	25%	30%	23%	-5%
● Social Support		12	43%	60%	62%	-17% ▼
● Improved/Maintained Function Score		12	52%	75%	35%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	61%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 75 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	71	63	13% ▲
Admits	6	-	
Discharges	1	1	0%
Service Hours	107	98	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic		
6 Month Updates	63%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	37%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		19	27%	30%	23%	-3%
Social Support		39	55%	60%	62%	-5%
Improved/Maintained Function Score		40	62%	75%	35%	-13% ▼
Stable Living Situation		53	75%	95%	71%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	67%	90%	79%	-23% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	50%	75%	61%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 75 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	78	60	30% ▲
Admits	18	15	20% ▲
Discharges	27	11	145% ▲
Service Hours	183	157	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	97%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	11%	50%	37%	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		30	38%	30%	23%	8%
Stable Living Situation		76	97%	95%	71%	2%
Social Support		32	41%	60%	62%	-19% ▼
Improved/Maintained Function Score		21	38%	75%	35%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	100%	75%	61%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 75 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	72	80	-10%
Admits	1	11	-91% ▼
Discharges	3	6	-50% ▼
Service Hours	66	205	-68% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	37%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	85%	60%	62%	25% ▲
● Employed		19	26%	30%	23%	-4%
● Stable Living Situation		62	86%	95%	71%	-9%
● Improved/Maintained Function Score		1	1%	75%	35%	-74% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		41	59%	90%	79%	-31% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1	100%	75%	61%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 75 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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	<div style="width: 0%; background-color: #ccc; border: 1px solid black;"></div>	N/A	N/A	90%	67%	N/A 

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 34 Active Social Rehabilitation Programs


### Program Activity

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

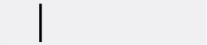
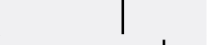
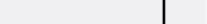
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 92%	N/A
On-Time Periodic		
6 Month Updates	 67%	N/A

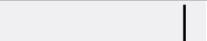
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

### Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	17%	-20% ▼
Social Support		N/A	N/A	60%	74%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 24 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	63	-62% ▼
Admits	18	63	-71% ▼
Discharges	17	63	-73% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		16	89%	75%	78%	14% ▲
✓ Community Location Evaluation		18	100%	80%	82%	20% ▲
✓ Follow-up Service within 48 hours		5	100%	90%	85%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

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