

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,704	1,653	3%
	Admits	1,687	1,447	17% ▲
	Discharges	1,670	1,458	15% ▲
	Service Hours	35,168	31,391	12% ▲
	Bed Days	4,190	4,716	-11% ▼

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

Consumer Satisfaction Survey

(Based on 447 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		91%	80%	88%
✓ Respect		90%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		78%	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	731	32.5%
	Outpatient	542	24.1%
	ACT	247	11.0%
	Community Support	186	8.3%
	Intake	136	6.0%
	Social Rehabilitation	109	4.8%
	Other	50	2.2%
	Case Management	19	0.8%
	Residential Services	14	0.6%
	Forensic MH	Forensics Community-based	210
Crisis Services		5	0.2%

Client Demographics

Age	#	%	State Avg
18-25	287	17%	9%
26-34	348	21%	20%
35-44	310	18%	25%
45-54	259	15%	18%
55-64	289	17%	19%
65+	201	12%	10%

Gender	#	%	State Avg
Male	1,036	61%	59%
Female	650	38%	40%
Transgender	16	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,239	73%	64%
Hispanic-Other	193	11%	10%
Unknown	166	10%	14%
Hisp-Puerto Rican	98	6%	10%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,077	65%	59%
Black/African American	256	15%	17%
Other	197	12%	12%
Unknown	71	4%	9%
Multiple Races	33	2%	1%
Asian	23	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

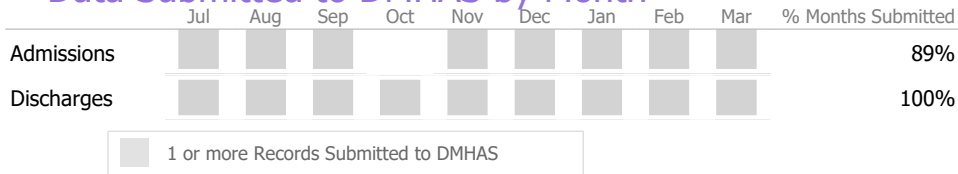
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	28	61% ▲
Admits	44	27	63% ▲
Discharges	44	27	63% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	74%	-75% ▼
✓ Community Location Evaluation		17	100%	80%	78%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	87%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

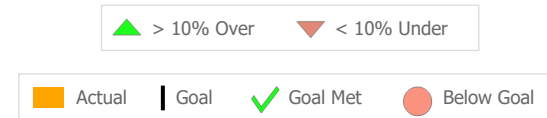
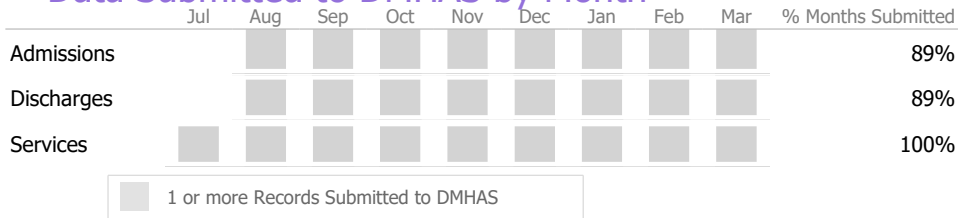
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	17	15	13% ▲
Discharges	17	15	13% ▲
Service Hours	68	48	42% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Central Intake Programs

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

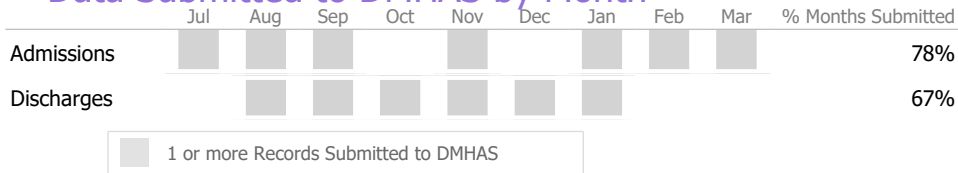
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	37	-16% ▼
Admits	19	19	0%
Discharges	16	26	-38% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div style="width: 100%; height: 10px; background-color: orange;"></div>	17	100%	0%	84%	100% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

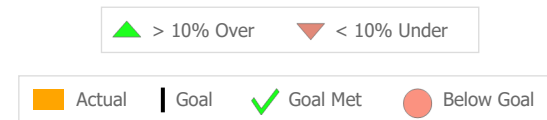
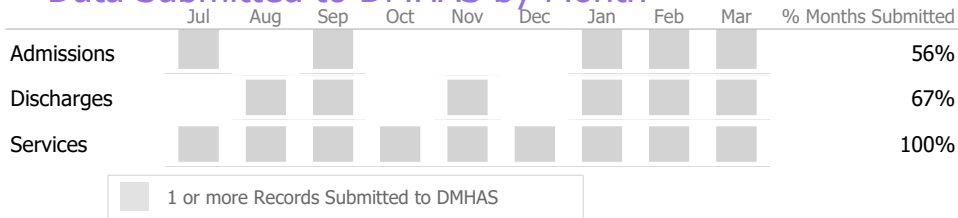
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	14	29% ▲
Admits	5	1	400% ▲
Discharges	11	4	175% ▲
Service Hours	96	67	43% ▲

Data Submitted to DMHAS by Month



* State Avg based on 24 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	201	-2%
Admits	16	13	23% ▲
Discharges	24	15	60% ▲
Service Hours	3,765	3,682	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	100%	54%
Diagnosis		
Valid Axis I Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	38%	50%	42%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		167	85%	60%	65%	25% ▲
Stable Living Situation		184	94%	95%	74%	-1%
Employed		39	20%	30%	26%	-10%

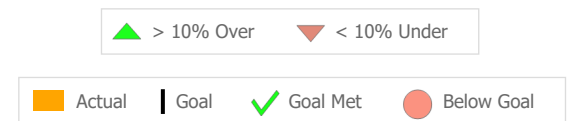
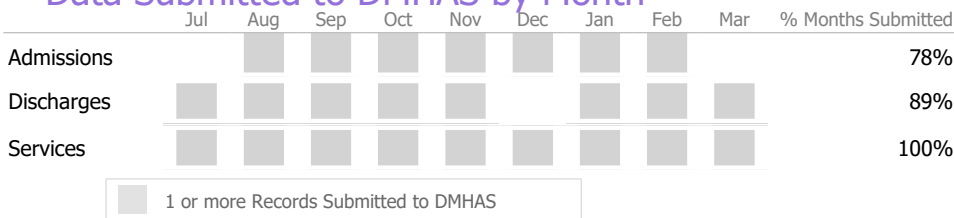
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		172	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	94%	75%	66%	19% ▲

Data Submitted to DMHAS by Month



* State Avg based on 77 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	36	30	20% ▲
Admits	7	6	17% ▲
Discharges	12	6	100% ▲
Service Hours	2,291	1,333	72% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	58%	65%	55%	-7%
No Re-admit within 30 Days of Discharge		9	75%	85%	87%	-10%
Follow-up within 30 Days of Discharge		4	57%	90%	53%	-33%

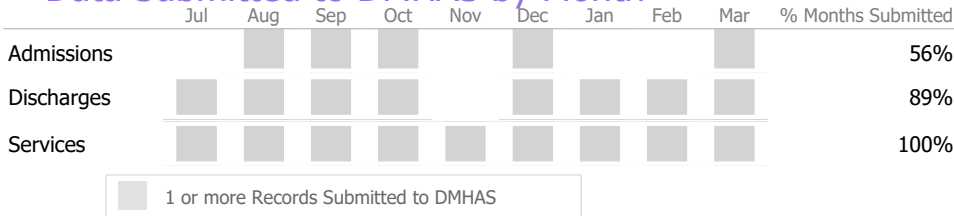
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	94%	60%	78%	34% ▲
Stable Living Situation		34	94%	60%	88%	34% ▲
Employed		7	19%	15%	15%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	5	▼
Admits	-	5	-100% ▼
Discharges	-	5	-100% ▼
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

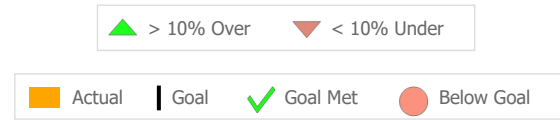
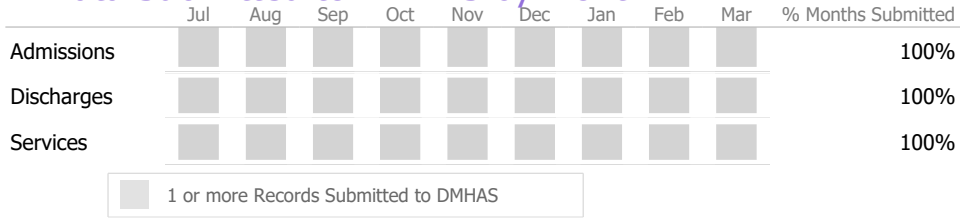
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	54	6%
Admits	55	54	2%
Discharges	51	51	0%
Service Hours	217	147	48% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 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	95	90	6%
Admits	20	19	5%
Discharges	15	16	-6%
Service Hours	2,821	3,329	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	65%	51%	-18% ▼

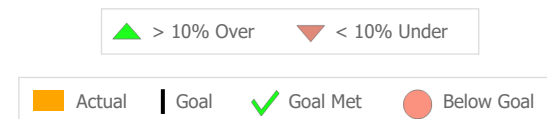
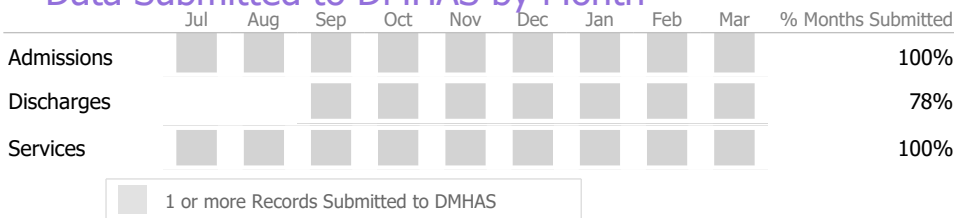
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	79%	60%	79%	19% ▲
Stable Living Situation		87	92%	80%	86%	12% ▲
Employed		11	12%	20%	16%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	100%	90%	97%	10%

Data Submitted to DMHAS by Month




* State Avg based on 35 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	69	51	35% ▲
Admits	42	34	24% ▲
Discharges	46	31	48% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		24	92%	0%	84%	92% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal ✓ Goal Met ● Below Goal

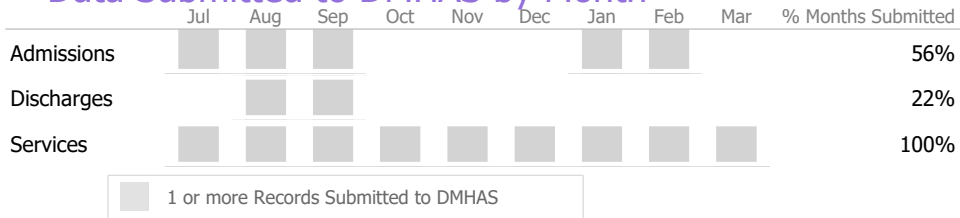
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	7	4	75% ▲
Discharges	3	3	0%
Service Hours	116	16	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Other Programs

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

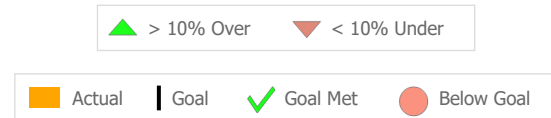
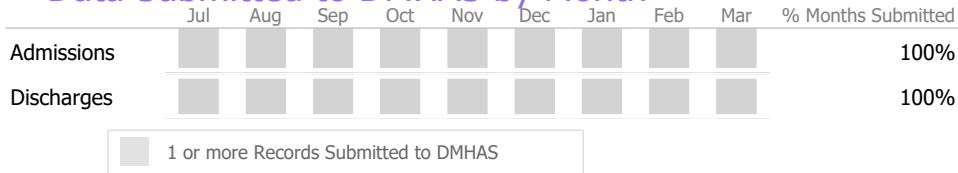
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	201	33% ▲
Admits	521	350	49% ▲
Discharges	520	350	49% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		407	79%	75%	74%	4%
✓ Community Location Evaluation		472	91%	80%	78%	11% ▲
✓ Follow-up Service within 48 hours		119	97%	90%	87%	7%

Data Submitted to DMHAS by Month



* 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	104	105	-1%
Admits	15	16	-6%
Discharges	14	15	-7%
Service Hours	2,574	2,497	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	72%	54%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	57%	50%	42%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	84%	60%	65%	24% ▲
Stable Living Situation		97	93%	95%	74%	-2%
Employed		19	18%	30%	26%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		90	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	100%	75%	66%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■		■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

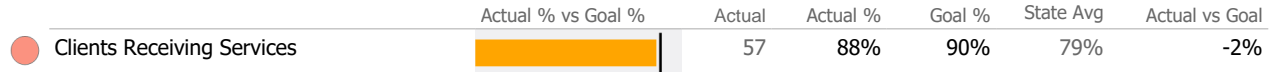
* State Avg based on 77 Active Standard Outpatient Programs

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

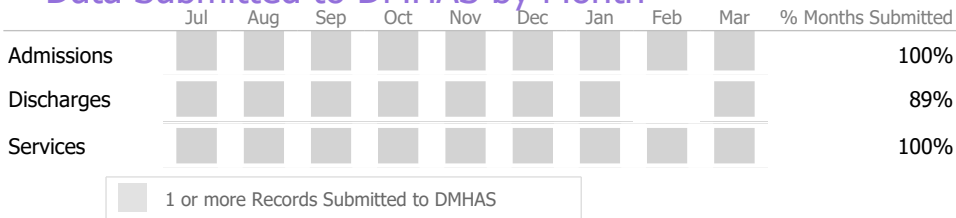
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	113	-4%
Admits	41	46	-11% ▼
Discharges	49	43	14% ▲
Service Hours	991	1,001	-1%
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	4	3	33% ▲
Discharges	1	4	-75% ▼
Service Hours	1,376	1,198	15% ▲
Bed Days	1,244	1,530	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	57%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	74%	-95% ▼
No Re-admit within 30 Days of Discharge		0	0%	85%	93%	-85% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Service Utilization

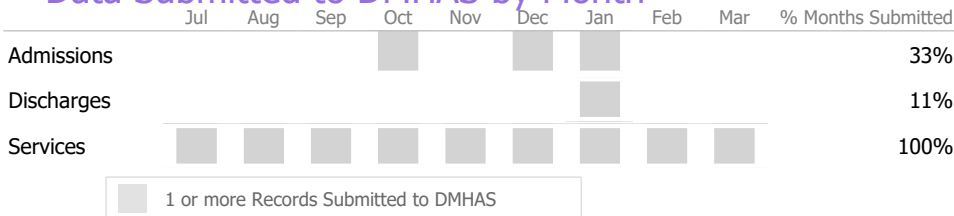
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	76%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	372 days	0.4	75%	90%	73%	-15% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Transitional 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 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 24 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	43	7%
Admits	18	5	260% ▲
Discharges	17	13	31% ▲
Service Hours	1,924	2,577	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	93%	91%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	71%	65%	55%	6%
● No Re-admit within 30 Days of Discharge		7	41%	85%	87%	-44% ▼
● Follow-up within 30 Days of Discharge		5	42%	90%	53%	-48% ▼

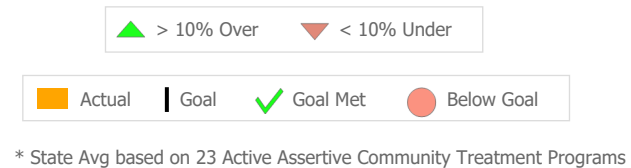
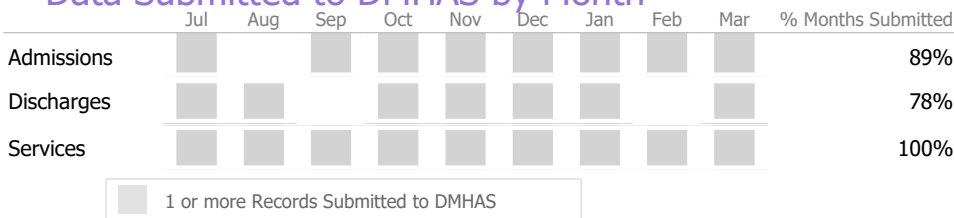
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		46	100%	60%	88%	40% ▲
✓ Social Support		42	91%	60%	78%	31% ▲
✓ Employed		11	24%	15%	15%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	99%	10%

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	49	12% ▲
Admits	19	11	73% ▲
Discharges	15	17	-12% ▼
Service Hours	3,038	1,833	66% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	85%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	65%	55%	-25% ▼
No Re-admit within 30 Days of Discharge		12	80%	85%	87%	-5%
Follow-up within 30 Days of Discharge		3	50%	90%	53%	-40% ▼

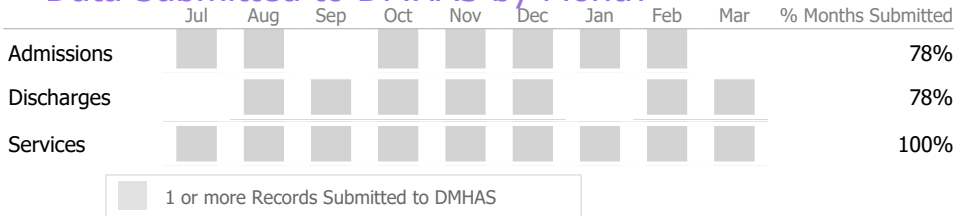
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		55	98%	60%	88%	38% ▲
Social Support		49	88%	60%	78%	28% ▲
Employed		18	32%	15%	15%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	2	4	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	277	217	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	62%	-50% ▼

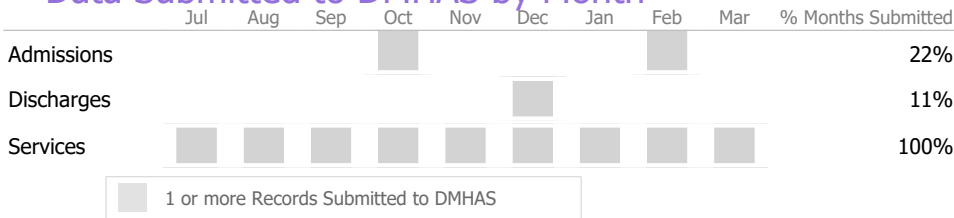
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	74%	60%	74%	14% ▲
Stable Living Situation		17	89%	80%	82%	9%
Employed		0	0%	20%	17%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 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	67	62	8%
Admits	17	17	0%
Discharges	18	15	20% ▲
Service Hours	2,527	2,518	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	95%	91%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	44%	65%	55%	-21% ▼
✓ No Re-admit within 30 Days of Discharge		16	94%	85%	87%	9%
✓ Follow-up within 30 Days of Discharge		8	100%	90%	53%	10%

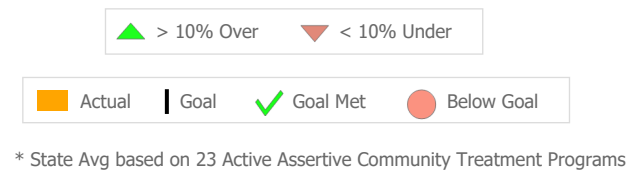
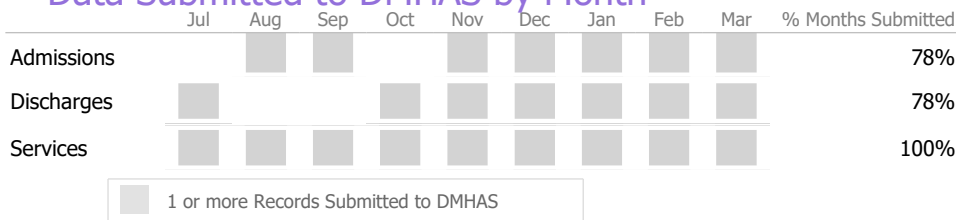
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		53	79%	60%	88%	19% ▲
✓ Social Support		51	76%	60%	78%	16% ▲
● Employed		2	3%	15%	15%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	99%	10%

Data Submitted to DMHAS by Month



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

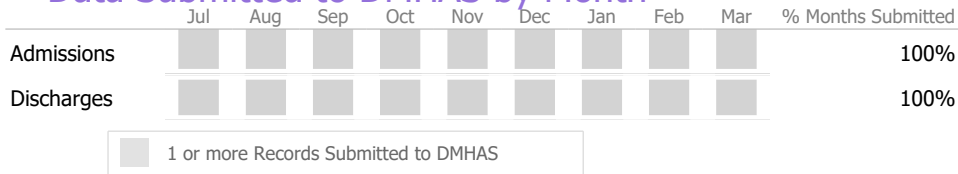
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	209	218	-4%
Admits	235	239	-2%
Discharges	235	238	-1%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		3	1%	75%	74%	-74% ▼
✓ Community Location Evaluation		229	97%	80%	78%	17% ▲
✓ Follow-up Service within 48 hours		2	100%	90%	87%	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	0	4	▼
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	-	11	-100% ▼

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 2 Active Re-entry Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	90	1%
Admits	10	10	0%
Discharges	9	9	0%
Service Hours	1,984	1,561	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	65%	51%	13% ▲

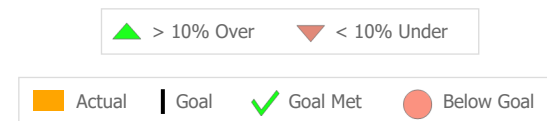
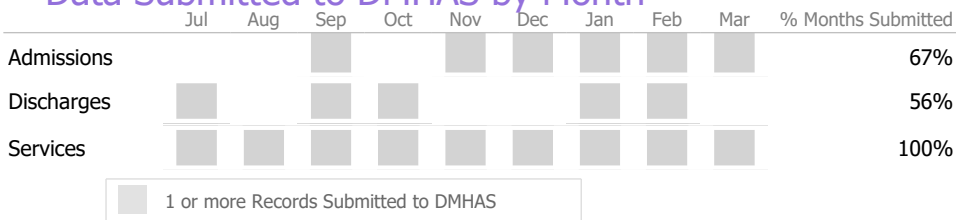
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		80	88%	60%	79%	28% ▲
✓ Stable Living Situation		85	93%	80%	86%	13% ▲
✓ Employed		19	21%	20%	16%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	100%	90%	97%	10%

Data Submitted to DMHAS by Month



* State Avg based on 35 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	5	6	-17% ▼
Admits	2	6	-67% ▼
Discharges	4	1	300% ▲
Service Hours	61	104	-42% ▼
Bed Days	317	628	-50% ▼

Discharge Outcomes

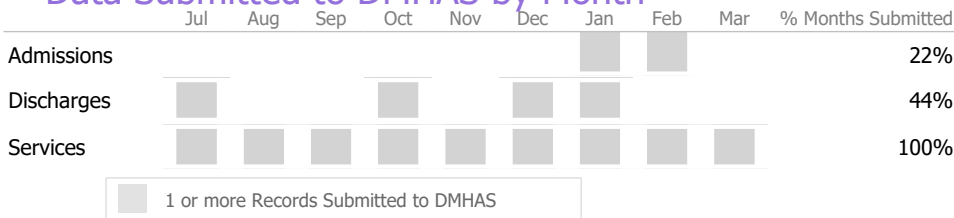
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	55%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	236 days	0.6	29%	90%	41%	-61% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

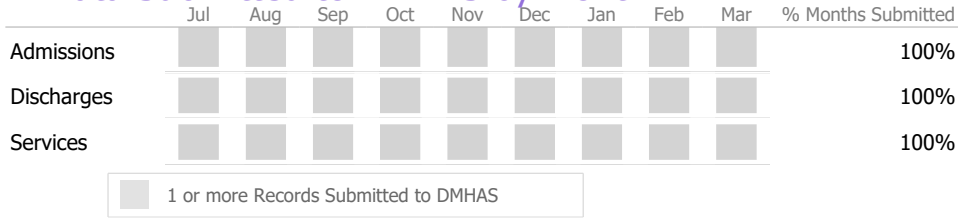
* State Avg based on 7 Active Respite Bed Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	59	3%
Admits	60	59	2%
Discharges	56	56	0%
Service Hours	236	203	16% ▲

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	115	103	12% ▲
Admits	104	90	16% ▲
Discharges	100	97	3%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		22	88%	0%	84%	88% ▲

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

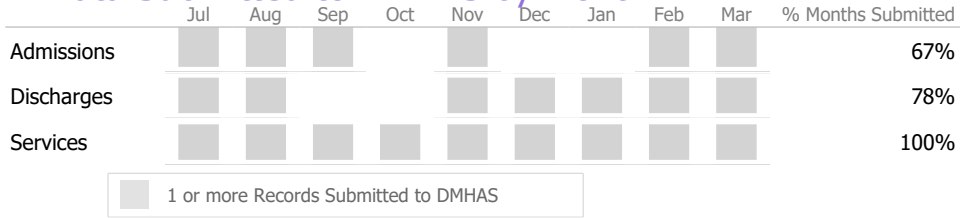
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	18	33% ▲
Admits	10	7	43% ▲
Discharges	11	5	120% ▲
Service Hours	156	107	46% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 24 Active Other Programs

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

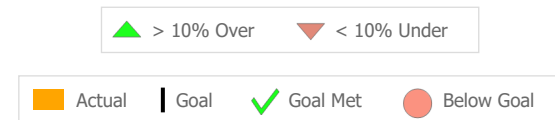
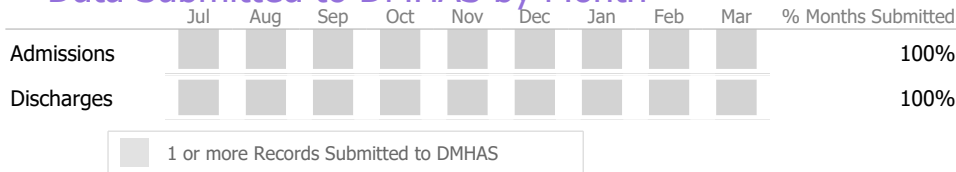
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	220	226	-3%
Admits	315	317	-1%
Discharges	315	316	0%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		257	82%	75%	74%	7%
✓ Community Location Evaluation		313	99%	80%	78%	19% ▲
✓ Follow-up Service within 48 hours		31	100%	90%	87%	10%

Data Submitted to DMHAS by Month



* 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	149	148	1%
Admits	20	15	33% ▲
Discharges	13	24	-46% ▼
Service Hours	1,660	1,368	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	99%	54%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	69%	50%	42%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		128	86%	60%	65%	26% ▲
● Stable Living Situation		140	94%	95%	74%	-1%
● Employed		13	9%	30%	26%	-21% ▼

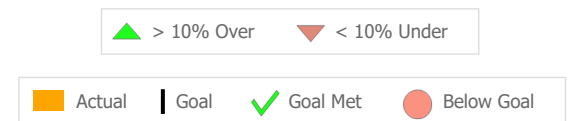
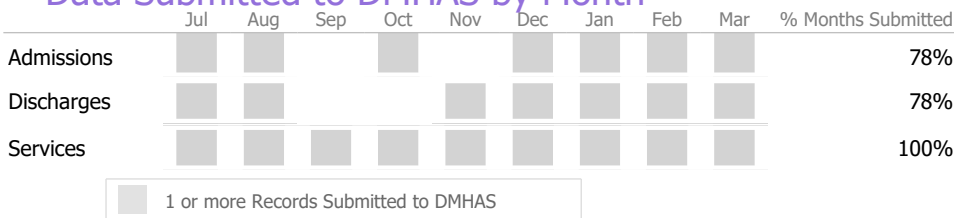
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		136	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	75%	75%	66%	0%

Data Submitted to DMHAS by Month



* State Avg based on 77 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	106	99	7%
Admits	24	14	71% ▲
Discharges	18	16	13% ▲
Service Hours	2,515	1,915	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	100%	54%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	67%	50%	42%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		86	81%	60%	65%	21% ▲
● Stable Living Situation		96	91%	95%	74%	-4%
● Employed		7	7%	30%	26%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		88	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		22	92%	75%	66%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 77 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	27	21	29% ▲
Admits	19	14	36% ▲
Discharges	21	13	62% ▲
Service Hours	575	594	-3%
Bed Days	2,629	2,558	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		21	100%	85%	89%	15% ▲
✓ Follow-up within 30 Days of Discharge		9	100%	90%	81%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	215 days	0.2	87%	90%	55%	-3%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	52	15% ▲
Admits	17	19	-11% ▼
Discharges	12	10	20% ▲
Service Hours	4,590	4,124	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	58%	65%	55%	-7%
No Re-admit within 30 Days of Discharge		10	83%	85%	87%	-2%
Follow-up within 30 Days of Discharge		3	43%	90%	53%	-47%

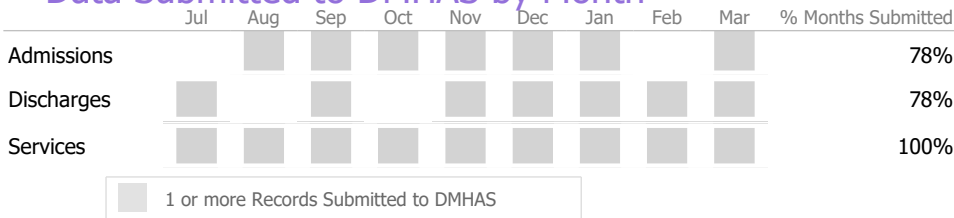
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		54	89%	60%	88%	29% ▲
Social Support		53	87%	60%	78%	27% ▲
Employed		11	18%	15%	15%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	96%	90%	99%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

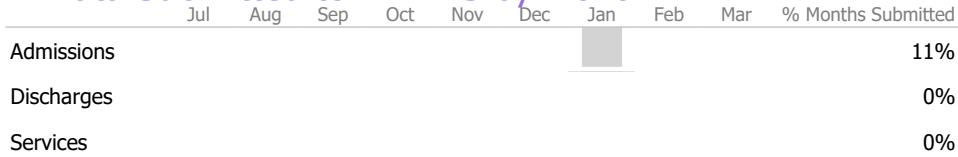
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	8	-88% ▼
Admits	1	6	-83% ▼
Discharges	-	8	-100% ▼
Service Hours	-	14	-100% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Other Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	2	-50% ▼
Discharges	2	3	-33% ▼
Service Hours	1,310	928	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	70%	-50% ▼

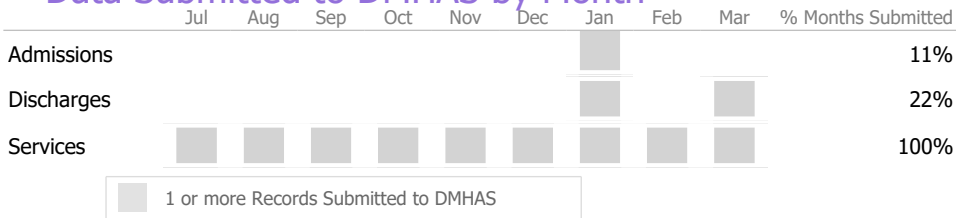
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	85%	40% ▲
Stable Living Situation		7	100%	85%	96%	15% ▲
Employed		1	14%	25%	15%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Residential Support Programs

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