

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,612	1,450	11% ▲
	Admits	1,471	1,260	17% ▲
	Discharges	1,404	1,183	19% ▲
	Service Hours	24,157	17,549	38% ▲
	Bed Days	4,461	4,745	-6%

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

Consumer Satisfaction Survey

(Based on 164 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		93%	80%	83%
✓ Access		91%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		91%	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	460	22.3%
	Outpatient	299	14.5%
	Community Support	242	11.7%
	ACT	199	9.7%
	Intake	121	5.9%
	Residential Services	55	2.7%
	Other	3	0.1%
Forensic MH	Forensics Community-based	681	33.1%

Client Demographics

Age	#	%	State Avg
18-25	230	14%	9%
26-34	391	24%	20%
35-44	345	22%	25%
45-54	256	16%	18%
55-64	220	14%	18%
65+	155	10%	9%

Gender	#	%	State Avg
Male	951	59%	60%
Female	644	40%	40%
Transgender	16	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,133	70%	64%
Unknown	283	18%	15%
Hispanic-Other	121	8%	11%
Hisp-Puerto Rican	70	4%	10%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	952	65%	58%
Black/African American	250	17%	17%
Other	99	7%	12%
Unknown	85	6%	9%
Multiple Races	53	4%	1%
Am. Indian/Native Alaskan	16	1%	1%
Asian	12	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	97	12% ▲
Admits	36	26	38% ▲
Discharges	29	25	16% ▲
Service Hours	5,415	3,774	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic		
6 Month Updates	95%	88%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		16	55%	65%	57%	-10% ▼
✓ No Re-admit within 30 Days of Discharge		25	89%	85%	89%	4%
● Follow-up within 30 Days of Discharge		11	69%	90%	48%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		92	83%	60%	88%	23% ▲
✓ Social Support		70	63%	60%	76%	3%
● Employed		7	6%	15%	15%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	99%	90%	99%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 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.

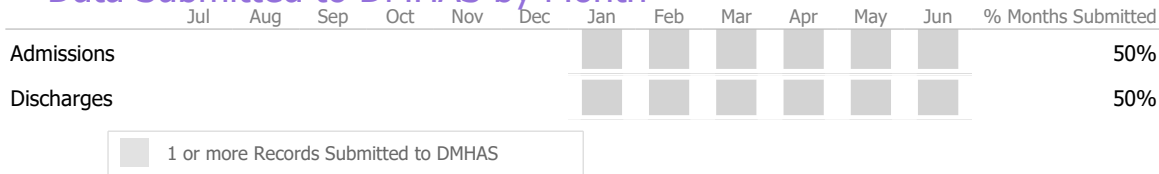
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	68	-47% ▼
Admits	37	68	-46% ▼
Discharges	22	73	-70% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		7	32%	75%	72%	-43% ▼
✓ Community Location Evaluation		21	95%	80%	77%	15% ▲
● Follow-up Service within 48 hours		0	0%	90%	87%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

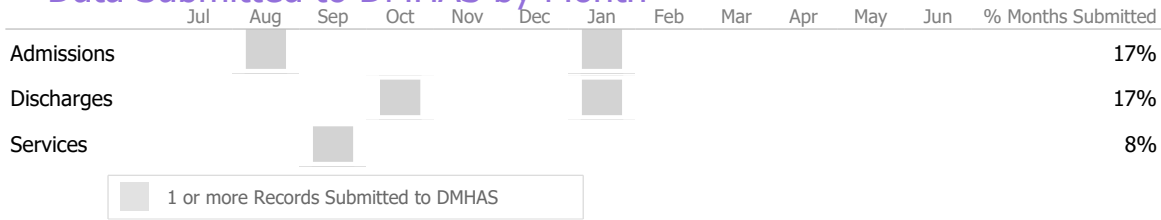
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	2	-	
Service Hours	1	-	

Data Submitted to DMHAS by Month



▲ > 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	117	103	14% ▲
Admits	22	8	175% ▲
Discharges	32	9	256% ▲
Service Hours	1,594	1,110	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
On-Time Periodic		
6 Month Updates	93%	54%
Diagnosis		
Valid Axis I Diagnosis	93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	66%	50%	45%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		84	71%	60%	66%	11% ▲
● Stable Living Situation		98	83%	95%	75%	-12% ▼
● Employed		19	16%	30%	27%	-14% ▼

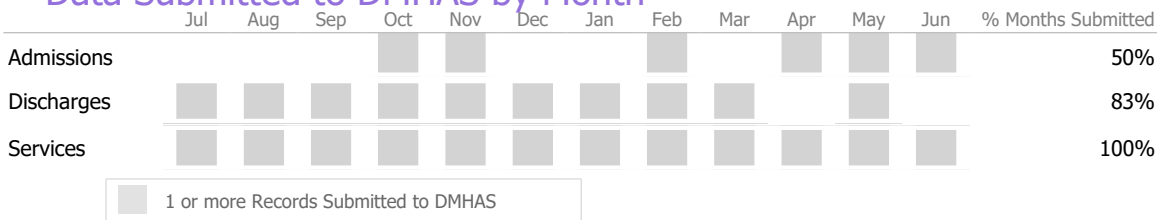
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		75	87%	90%	90%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		9	41%	75%	68%	-34% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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

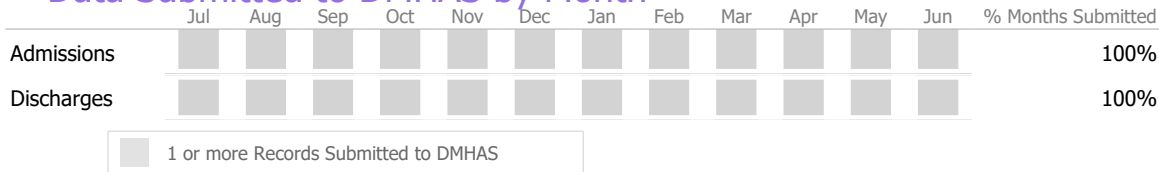
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	431	420	3%
Admits	581	567	2%
Discharges	558	567	-2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		325	58%	75%	72%	-17% ▼
✓ Community Location Evaluation		464	83%	80%	77%	3%
● Follow-up Service within 48 hours		14	34%	90%	87%	-56% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

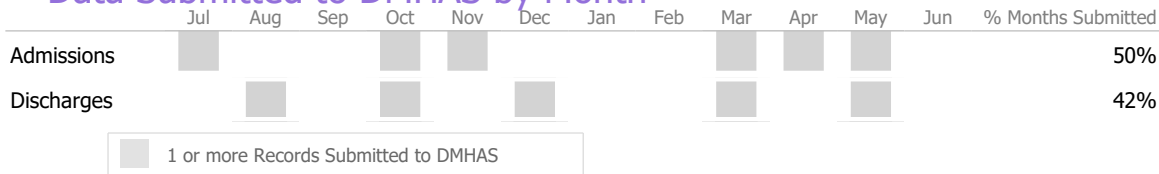
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	17	29% ▲
Admits	8	1	700% ▲
Discharges	6	3	100% ▲

Data Submitted to DMHAS by Month



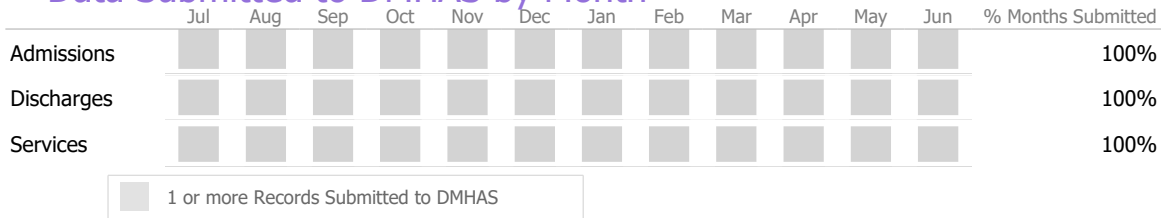
* State Avg based on 1 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	98	23% ▲
Admits	118	94	26% ▲
Discharges	121	97	25% ▲
Service Hours	315	219	44% ▲

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

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

























Program Activity


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	647	479	35% ▲
Admits	468	356	31% ▲
Discharges	436	278	57% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		143	96%	0%	85%	96% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	47	17% ▲
Admits	45	36	25% ▲
Discharges	47	34	38% ▲
Bed Days	4,461	4,745	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic 6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%

Discharge Outcomes

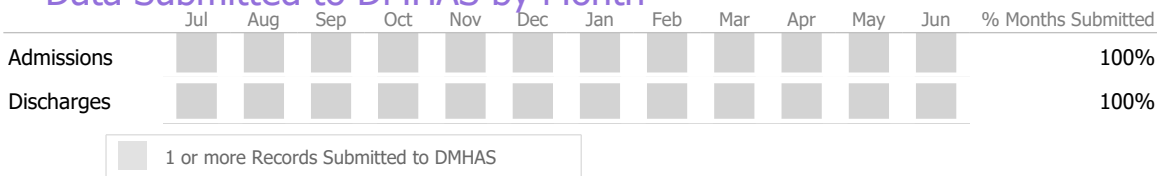
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	60%	95%	60%	-35% ▼
No Re-admit within 30 Days of Discharge		45	96%	85%	96%	11% ▲
Follow-up within 30 Days of Discharge		27	96%	90%	96%	6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	142 days	0.2	81%	90%	81%	-9%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	205	183	12% ▲
Admits	56	33	70% ▲
Discharges	56	36	56% ▲
Service Hours	4,169	3,485	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	83%	54%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		43	77%	50%	45%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		149	72%	60%	66%	12% ▲
Stable Living Situation		195	95%	95%	75%	0%
Employed		40	19%	30%	27%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		145	97%	90%	90%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	59%	75%	68%	-16% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 79 Active Standard Outpatient Programs

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

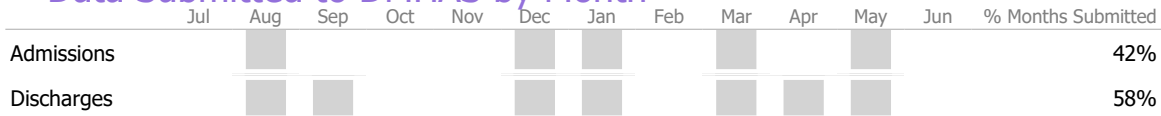
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	10	30% ▲
Admits	9	8	13% ▲
Discharges	9	6	50% ▲

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>	2	100%	0%	85%	100% ▲

Data Submitted to DMHAS by Month



█ 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	242	219	11% ▲
Admits	60	30	100% ▲
Discharges	49	37	32% ▲
Service Hours	7,320	5,421	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic		
6 Month Updates	95%	89%
Diagnosis		
Valid Axis I Diagnosis	95%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	57%	65%	53%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		231	95%	80%	86%	15% ▲
Social Support		178	74%	60%	80%	14% ▲
Employed		23	10%	20%	16%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		192	99%	90%	99%	9%

Data Submitted to DMHAS by Month

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

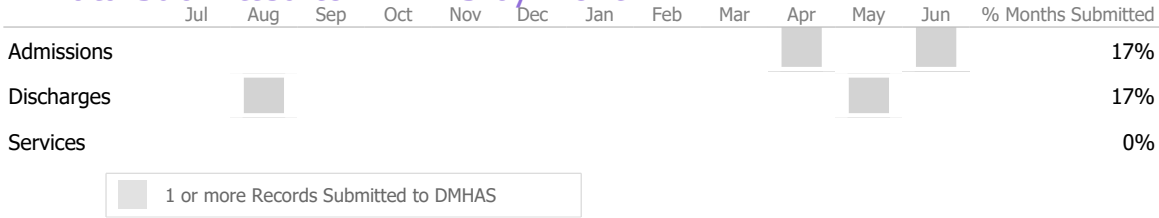
* State Avg based on 35 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	2	2	0%
Discharges	2	1	100% ▲
Service Hours	1	6	-84% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 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	92	82	12% ▲
Admits	27	31	-13% ▼
Discharges	35	17	106% ▲
Service Hours	5,343	3,535	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic		
6 Month Updates	77%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	43%	65%	57%	-22% ▼
No Re-admit within 30 Days of Discharge		33	94%	85%	89%	9%
Follow-up within 30 Days of Discharge		11	73%	90%	48%	-17% ▼

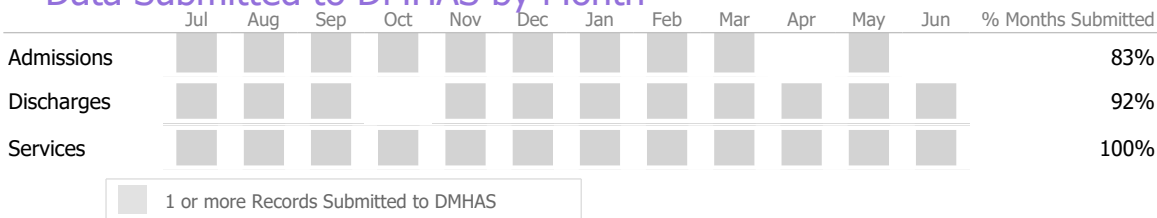
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		74	80%	60%	88%	20% ▲
Employed		25	27%	15%	15%	12% ▲
Social Support		61	66%	60%	76%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	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.