

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,943	1,874	4%
	Admits	2,332	2,014	16% ▲
	Discharges	2,270	2,013	13% ▲
	Service Hours	54,767	49,010	12% ▲
	Bed Days	5,528	6,403	-14% ▼

▲ > 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	#	%
<b>Mental Health</b>	Crisis Services	938	35.3%
	Outpatient	567	21.3%
	ACT	284	10.7%
	Intake	205	7.7%
	Community Support	201	7.6%
	Social Rehabilitation	118	4.4%
	Other	53	2.0%
	Case Management	19	0.7%
	Residential Services	16	0.6%
	<b>Forensic MH</b>	Forensics Community-based	249
Crisis Services		7	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	342	18%	9%
26-34	419	22%	20%
35-44	343	18%	25%
45-54	287	15%	18%
55-64	317	16%	18%
65+	222	12%	9%

Gender	#	%	State Avg
Male	1,171	60%	60%
Female	749	39%	40%
Transgender	21	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,383	71%	64%
Hispanic-Other	236	12%	11%
Unknown	210	11%	15%
Hisp-Puerto Rican	106	5%	10%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,192	63%	58%
Black/African American	294	16%	17%
Other	232	12%	12%
Unknown	102	5%	9%
Multiple Races	41	2%	1%
Asian	24	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

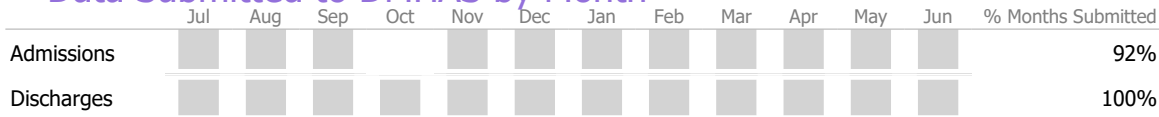
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	34	71% ▲
Admits	58	35	66% ▲
Discharges	60	34	76% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	72%	-75% ▼
✓ Community Location Evaluation		19	95%	80%	77%	15% ▲
● Follow-up Service within 48 hours		0	NA	90%	87%	-90% ▼

### Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

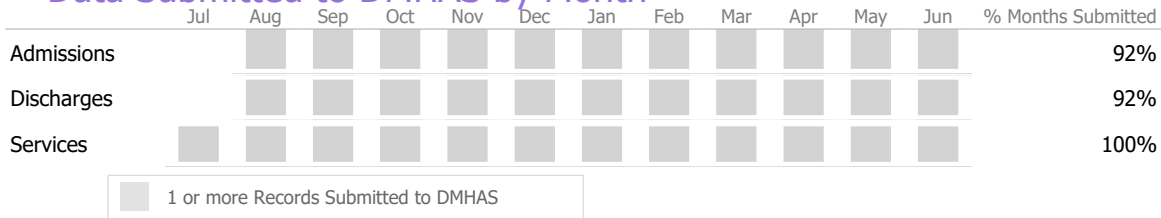
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	23	26	-12% ▼
Discharges	23	26	-12% ▼
Service Hours	107	83	30% ▲

### 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.

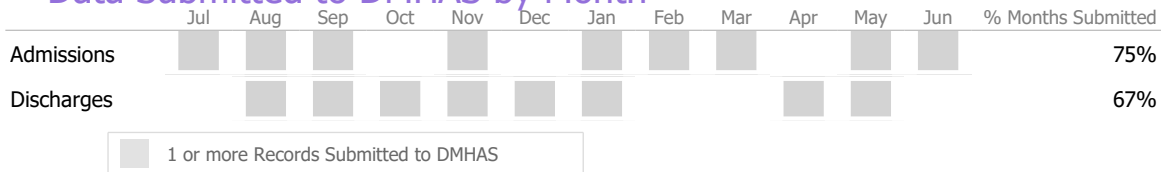
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	42	-12% ▼
Admits	25	24	4%
Discharges	23	31	-26% ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		23	100%	0%	85%	100% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

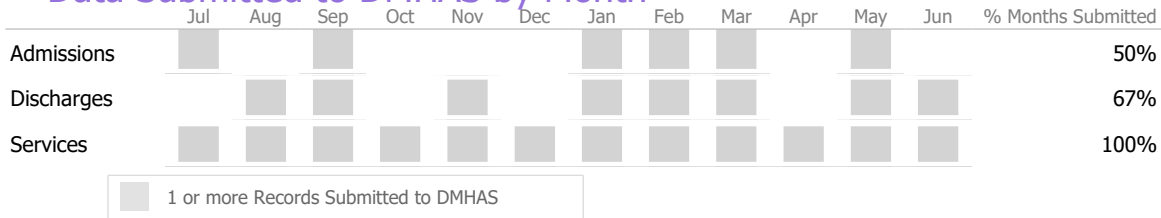
\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	6	7	-14% ▼
Discharges	13	6	117% ▲
Service Hours	130	96	35% ▲

### 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	201	206	-2%
Admits	21	19	11% ▲
Discharges	25	27	-7%
Service Hours	5,532	5,278	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	99%	54%
Diagnosis		
Valid Axis I Diagnosis	93%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	40%	50%	45%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		171	85%	60%	66%	25% ▲
Stable Living Situation		187	93%	95%	75%	-2%
Employed		39	19%	30%	27%	-11% ▼

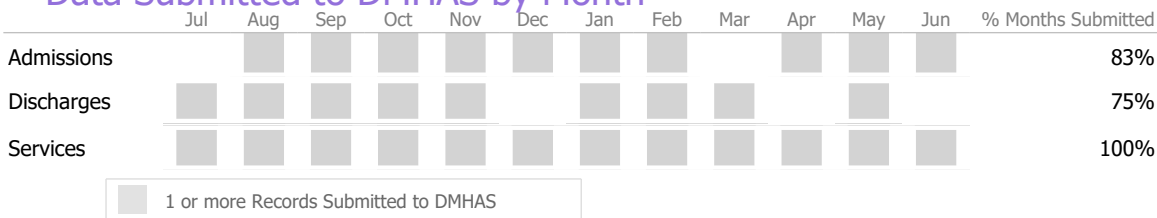
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		176	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	95%	75%	68%	20% ▲

### 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	39	34	15% ▲
Admits	10	12	-17% ▼
Discharges	14	7	100% ▲
Service Hours	3,745	2,566	46% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	64%	65%	57%	-1%
No Re-admit within 30 Days of Discharge		11	79%	85%	89%	-6%
Follow-up within 30 Days of Discharge		4	44%	90%	48%	-46%

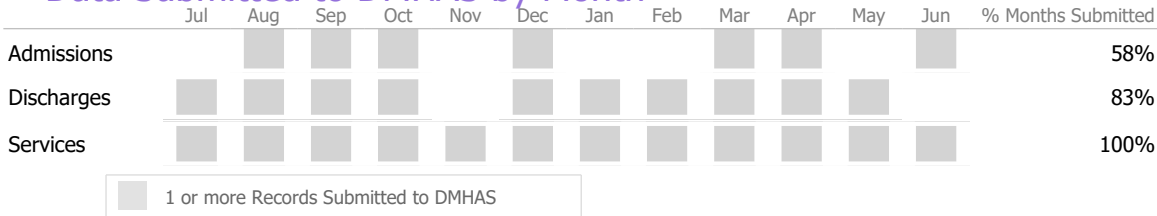
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	95%	60%	76%	35% ▲
Stable Living Situation		37	95%	60%	88%	35% ▲
Employed		8	21%	15%	15%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	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	8	▼
Admits	-	8	-100% ▼
Discharges	-	8	-100% ▼
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

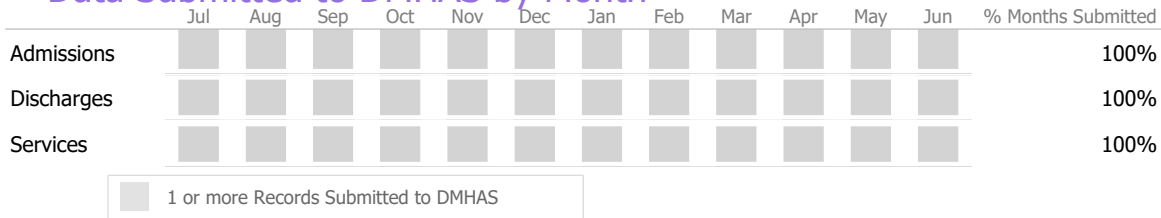
Variations in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	71	46% ▲
Admits	102	71	44% ▲
Discharges	95	72	32% ▲
Service Hours	386	217	78% ▲

### 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	106	98	8%
Admits	31	27	15% ▲
Discharges	20	23	-13% ▼
Service Hours	3,816	4,749	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	92%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	45%	65%	53%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	75%	60%	80%	15% ▲
Stable Living Situation		96	91%	80%	86%	11% ▲
Employed		12	11%	20%	16%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	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			■	■	■	■	■	■	■	■	■	■	83%
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	82	66	24% ▲
Admits	57	49	16% ▲
Discharges	56	40	40% ▲

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		32	89%	0%	85%	89% ▲

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

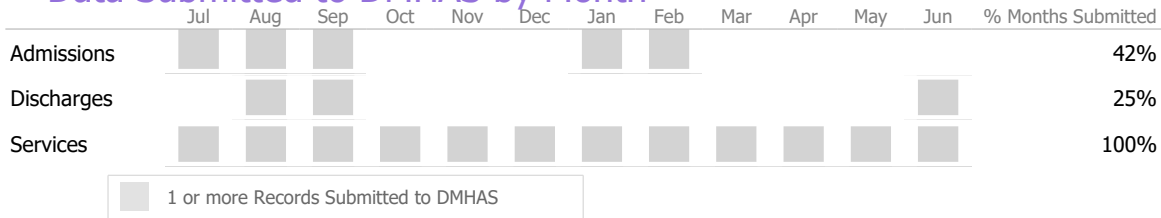
\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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	5	40% ▲
Discharges	4	5	-20% ▼
Service Hours	248	21	

### 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.

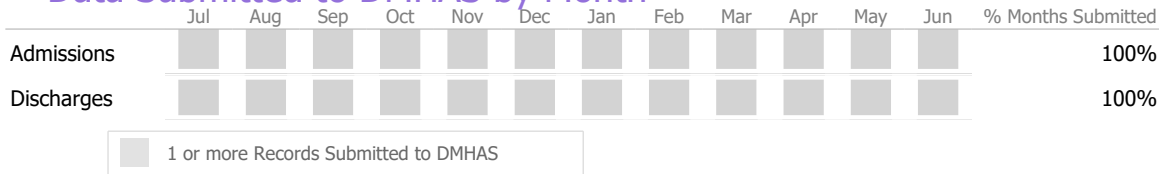
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	341	274	24% ▲
Admits	717	496	45% ▲
Discharges	713	495	44% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		548	78%	75%	72%	3%
✓ Community Location Evaluation		639	91%	80%	77%	11% ▲
✓ Follow-up Service within 48 hours		165	98%	90%	87%	8%

### 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	111	113	-2%
Admits	22	24	-8%
Discharges	16	24	-33% ▼
Service Hours	3,708	3,539	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	71%	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	56%	50%	45%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		94	85%	60%	66%	25% ▲
✓ Stable Living Situation		105	95%	95%	75%	0%
● Employed		19	17%	30%	27%	-13% ▼

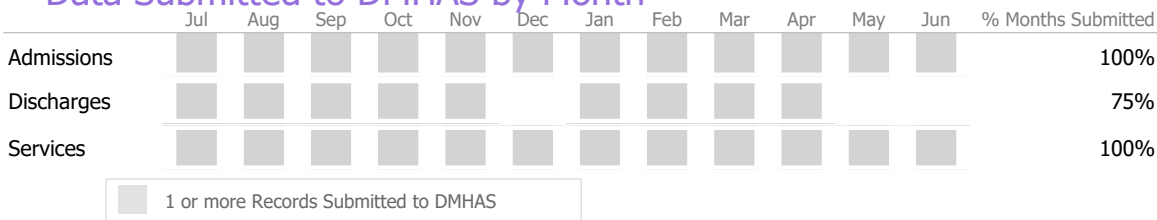
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	99%	90%	90%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		22	100%	75%	68%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

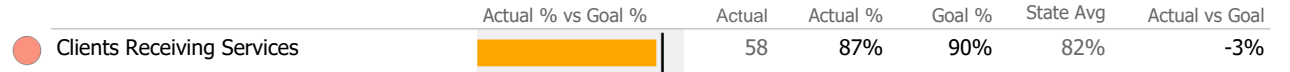
\* State Avg based on 79 Active Standard Outpatient Programs

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

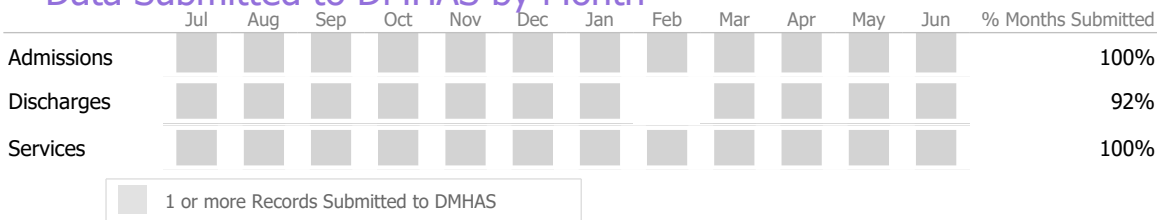
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	120	-2%
Admits	56	55	2%
Discharges	62	60	3%
Service Hours	3,311	3,236	2%
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	8	10	-20% ▼
Admits	5	4	25% ▲
Discharges	2	7	-71% ▼
Service Hours	3,389	2,556	33% ▲
Bed Days	1,760	1,949	-10%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	95%	72%	-95% ▼
● No Re-admit within 30 Days of Discharge		1	50%	85%	95%	-35% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	63%	89%

### Service Utilization

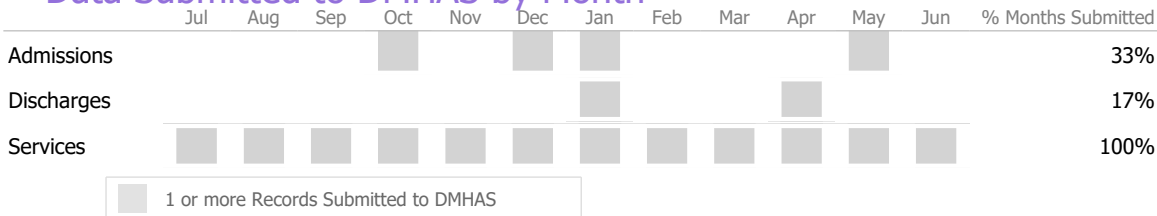
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	79%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	416 days	0.3	80%	90%	73%	-10%

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	1	▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	43	33% ▲
Admits	29	5	480% ▲
Discharges	18	15	20% ▲
Service Hours	2,705	3,642	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic		
6 Month Updates	84%	88%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	67%	65%	57%	2%
● No Re-admit within 30 Days of Discharge		8	44%	85%	89%	-41% ▼
● Follow-up within 30 Days of Discharge		5	42%	90%	48%	-48% ▼

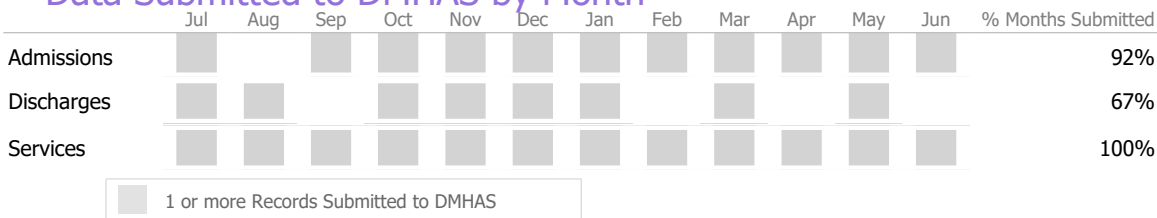
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		56	98%	60%	88%	38% ▲
✓ Social Support		51	89%	60%	76%	29% ▲
✓ Employed		11	19%	15%	15%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	97%	90%	99%	7%

### 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	69	58	19% ▲
Admits	33	21	57% ▲
Discharges	17	22	-23% ▼
Service Hours	4,154	2,729	52% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	47%	65%	57%	-18% ▼
No Re-admit within 30 Days of Discharge		14	82%	85%	89%	-3%
Follow-up within 30 Days of Discharge		4	50%	90%	48%	-40% ▼

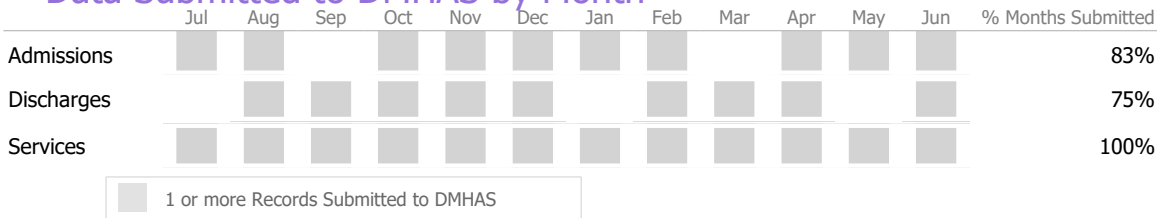
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		70	100%	60%	88%	40% ▲
Social Support		56	80%	60%	76%	20% ▲
Employed		21	30%	15%	15%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	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	3	-67% ▼
Service Hours	396	325	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	72%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	61%	-50% ▼

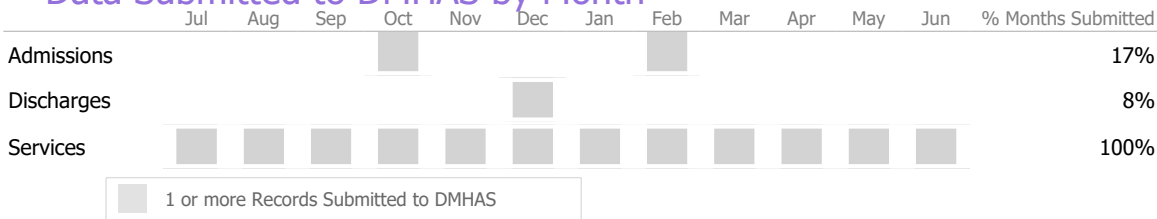
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	74%	60%	73%	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%	91%	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	70	68	3%
Admits	20	23	-13% ▼
Discharges	22	19	16% ▲
Service Hours	3,562	3,536	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	55%	65%	57%	-10% ▼
No Re-admit within 30 Days of Discharge		20	95%	85%	89%	10%
Follow-up within 30 Days of Discharge		11	92%	90%	48%	2%

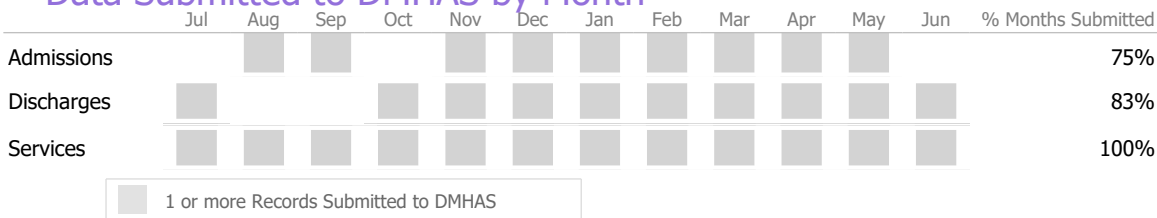
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		55	79%	60%	88%	19% ▲
Social Support		50	71%	60%	76%	11% ▲
Employed		2	3%	15%	15%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	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.

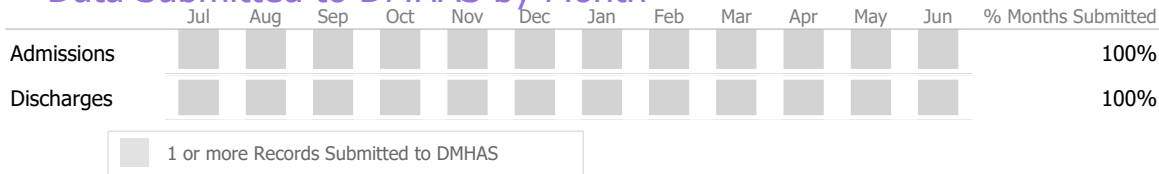
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	284	0%
Admits	328	324	1%
Discharges	328	323	2%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		3	1%	75%	72%	-74% ▼
✓ Community Location Evaluation		321	98%	80%	77%	18% ▲
✓ 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

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	-	4	-100% ▼
Service Hours	-	11	-100% ▼

### 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 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	96	93	3%
Admits	15	13	15% ▲
Discharges	16	12	33% ▲
Service Hours	3,130	2,187	43% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	91%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	81%	65%	53%	16% ▲

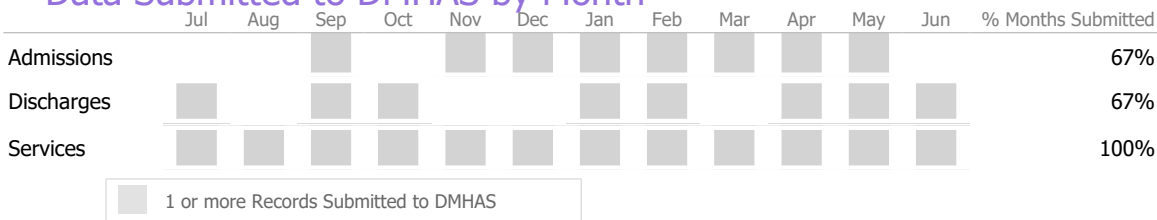
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	89%	60%	80%	29% ▲
✓ Stable Living Situation		89	93%	80%	86%	13% ▲
● Employed		18	19%	20%	16%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 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	7	7	0%
Admits	4	7	-43% ▼
Discharges	5	4	25% ▲
Service Hours	191	331	-42% ▼
Bed Days	443	993	-55% ▼

### Discharge Outcomes

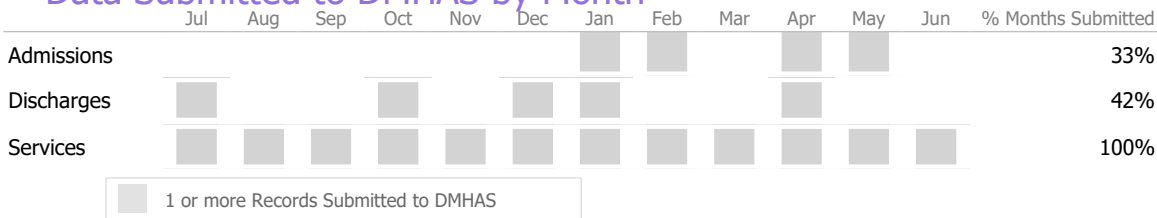
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	98%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	61%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	183 days	0.4	30%	90%	47%	-60% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

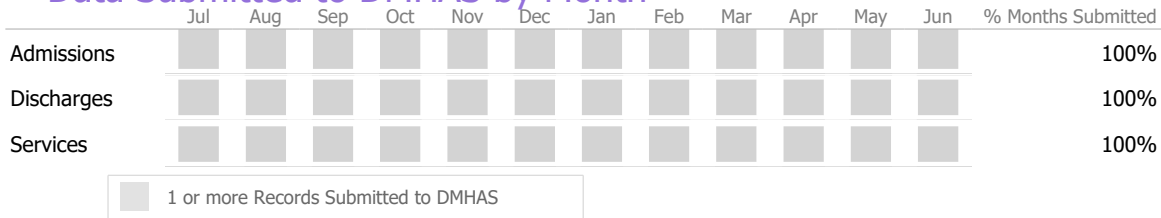
\* State Avg based on 8 Active Respite Bed Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	79	-1%
Admits	77	81	-5%
Discharges	75	81	-7%
Service Hours	351	271	29% ▲

### 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.

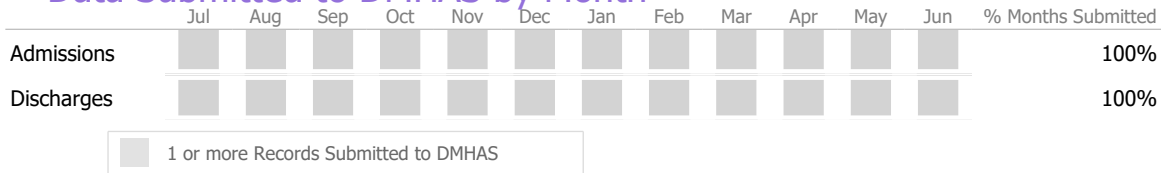
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	133	2%
Admits	128	127	1%
Discharges	129	124	4%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		29	88%	0%	85%	88% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

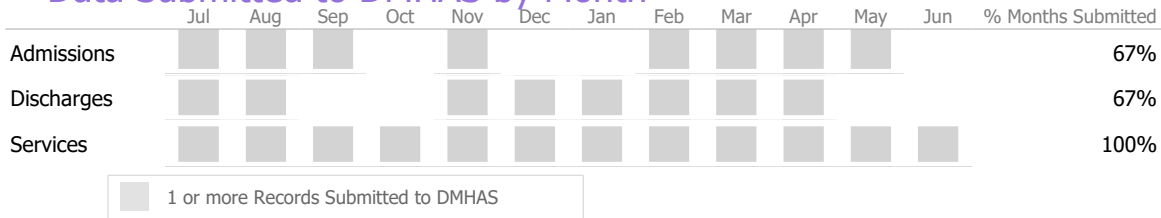
\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	12	12	0%
Discharges	12	9	33% ▲
Service Hours	291	158	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.

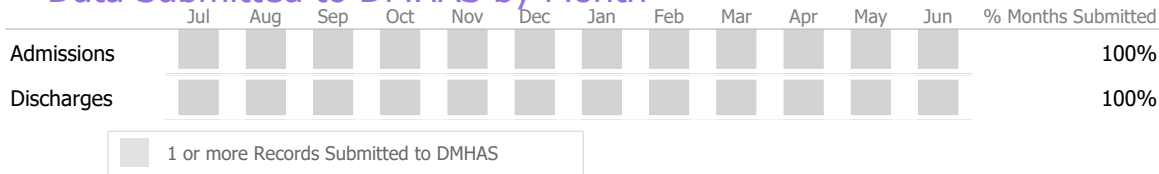
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	275	302	-9%
Admits	429	436	-2%
Discharges	426	434	-2%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		345	80%	75%	72%	5%
✓ Community Location Evaluation		418	97%	80%	77%	17% ▲
✓ Follow-up Service within 48 hours		43	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	156	156	0%
Admits	27	24	13% ▲
Discharges	19	29	-34% ▼
Service Hours	2,463	1,873	32% ▲

### 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	92%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	74%	50%	45%	24% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		133	85%	60%	66%	25% ▲
● Stable Living Situation		147	94%	95%	75%	-1%
● Employed		14	9%	30%	27%	-21% ▼

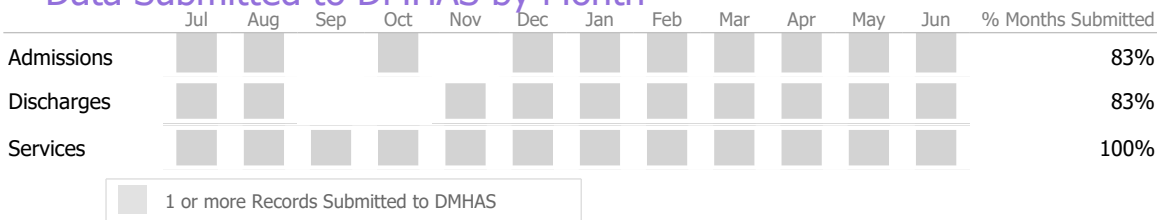
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		136	99%	90%	90%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	78%	75%	68%	3%

### 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	112	103	9%
Admits	30	20	50% ▲
Discharges	19	24	-21% ▼
Service Hours	3,621	2,778	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	100%	54%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	63%	50%	45%	13% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		90	80%	60%	66%	20% ▲
● Stable Living Situation		102	91%	95%	75%	-4%
● Employed		7	6%	30%	27%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	90%	75%	68%	15% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■			83%
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	39	27	44% ▲
Admits	31	20	55% ▲
Discharges	32	19	68% ▲
Service Hours	1,635	1,364	20% ▲
Bed Days	3,325	3,461	-4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		32	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		12	92%	90%	78%	2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	199 days	0.2	83%	90%	58%	-7%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 11 Active Respite Bed Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	57	16% ▲
Admits	24	24	0%
Discharges	22	14	57% ▲
Service Hours	6,298	5,966	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	59%	65%	57%	-6%
No Re-admit within 30 Days of Discharge		20	91%	85%	89%	6%
Follow-up within 30 Days of Discharge		7	54%	90%	48%	-36%

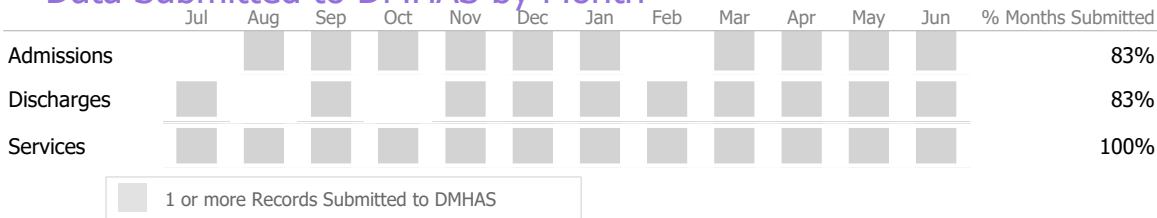
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		59	87%	60%	76%	27% ▲
Stable Living Situation		57	84%	60%	88%	24% ▲
Employed		13	19%	15%	15%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	98%	90%	99%	8%

### 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	2	14	-88% ▼

### 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	8	9	-11% ▼
Admits	2	4	-50% ▼
Discharges	3	3	0%
Service Hours	1,595	1,486	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		1	33%	50%	67%	-17% ▼

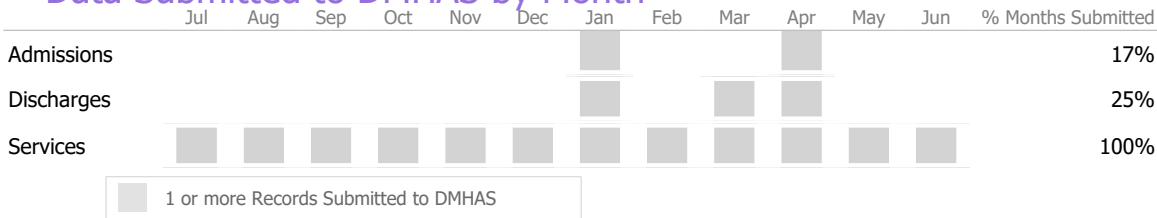
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	84%	28% ▲
Stable Living Situation		6	75%	85%	95%	-10%
Employed		1	12%	25%	18%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Residential Support Programs

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