

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	605	538	12%	▲
	Admits	408	399	2%	
	Discharges	392	404	-3%	
	Service Hours	677	446	52%	▲

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 123 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	<div><div></div></div>	98%	80%	91%
✓ Quality and Appropriateness	<div><div></div></div>	98%	80%	93%
✓ General Satisfaction	<div><div></div></div>	98%	80%	92%
✓ Respect	<div><div></div></div>	97%	80%	91%
✓ Participation in Treatment	<div><div></div></div>	96%	80%	92%
✓ Access	<div><div></div></div>	95%	80%	88%
✓ Outcome	<div><div></div></div>	87%	80%	83%

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	306	50.5%
	Outpatient	300	49.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	59	10%	8%	Female	375	62%	42%
26-34	100	17%	18%	Male	229	38%	58%
35-44	100	17%	24%	Transgender/Other	1	0%	0%
45-54	114	19%	18%				
55-64	147	24%	20%				
65+	82	14%	12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	212	35%	64%	White/Caucasian	261	43%	59%
Hisp-Puerto Rican	150	25%	10%	Other	156	26%	12%
Hispanic-Other	141	23%	11%	Unknown	128	21%	9%
Unknown	76	13%	14%	Black/African American	51	8%	17%
Hispanic-Mexican	26	4%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Am. Indian/Native Alaskan			1%

Unique Clients

State Avg

▲ > 10% Over State Avg

▼ > 10% Under State Avg

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	<div><div></div></div>	N/A 99%
Valid TEDS Data	<div><div></div></div>	N/A 26%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div>	N/A 71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	75%	66%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	83%	N/A ▼

Data Submitted to DMHAS for 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 7 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	56	-7%
Admits	55	66	-17% ▼
Discharges	52	66	-21% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	60	95%	90%	78%	5%
✓ Community Location Evaluation	<div><div></div></div>	53	84%	80%	81%	4%
✓ Follow-up Service within 48 hours	<div><div></div></div>	29	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%

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	88	82	7%
Admits	115	129	-11% ▼
Discharges	115	130	-12% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Evaluation within 1.5 hours of Request	<div><div></div></div>	91	100%	90%	78%	10%
● Community Location Evaluation	<div><div></div></div>	53	58%	80%	81%	-22% ▼
● Follow-up Service within 48 hours	<div><div></div></div>	64	86%	90%	88%	-4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%

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	62	65	-5%
Admits	72	103	-30% ▼
Discharges	72	102	-29% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	69	97%	90%	78%	7%
● Community Location Evaluation	<div><div></div></div>	52	73%	80%	81%	-7%
✓ Follow-up Service within 48 hours	<div><div></div></div>	35	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%

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	91	57	60% ▲
Admits	101	54	87% ▲
Discharges	101	54	87% ▲
Service Hours	22	6	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	52	100%	90%	78%	10%
✓ Community Location Evaluation	<div><div></div></div>	46	88%	80%	81%	8%
● Follow-up Service within 48 hours	<div><div></div></div>	24	75%	90%	88%	-15% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	100%

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	6		
Admits	5	-	
Discharges	1	-	
Service Hours	18	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 47%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> N/A	49%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges		<div></div>		33%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	100%	50%	46%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	2	33%	30%	22%	3%
Social Support	<div><div></div></div>	3	50%	60%	59%	-10%
Stable Living Situation	<div><div></div></div>	4	67%	95%	68%	-28% ▼
Improved/Maintained Function Score	<div><div></div></div>	1	100%	75%	39%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	4	80%	90%	75%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	4	80%	75%	81%	5%

▲ > 10% Over ▼ < 10% Under

Actual  Goal 

✓

 Goal Met 

●

 Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	1	2900% ▲
Admits	3	-	
Discharges	3	-	
Service Hours	84	1	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	0	0%	50%	46%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div></div>	22	100%	75%	39%	25% ▲
Employed	<div></div>	8	27%	30%	22%	-3%
Social Support	<div></div>	15	50%	60%	59%	-10%
Stable Living Situation	<div></div>	25	83%	95%	68%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	27	100%	90%	75%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div></div>	3	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



\* State Avg based on 79 Active Standard Outpatient Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	17	47% ▲
Admits	2	-	
Discharges	1	-	
Service Hours	30	2	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	92%	98%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	46%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	12%	30%	22%	-18% ▼
Social Support		7	28%	60%	59%	-32% ▼
Stable Living Situation		8	32%	95%	68%	-63% ▼
Improved/Maintained Function Score		3	17%	75%	39%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	33%	90%	75%	-57% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	50%	75%	81%	-25% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	29	-28%	▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	43	72	-40%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 98%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 95%	49%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	21	100%	75%	39%	25% ▲
Stable Living Situation	<div><div></div></div>	20	95%	95%	68%	0%
Employed	<div><div></div></div>	4	19%	30%	22%	-11% ▼
Social Support	<div><div></div></div>	10	48%	60%	59%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	21	100%	90%	75%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	N/A	N/A	75%	81%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	72	7%
Admits	3	7	-57% ▼
Discharges	3	1	200% ▲
Service Hours	170	108	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	72%	49%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	33%	50%	46%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	54	70%	60%	59%	10%
Employed	<div><div></div></div>	26	34%	30%	22%	4%
Improved/Maintained Function Score	<div><div></div></div>	49	66%	75%	39%	-9%
Stable Living Situation	<div><div></div></div>	57	74%	95%	68%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	53	72%	90%	75%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	3	100%	75%	81%	25% ▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	78	-1%
Admits	15	18	-17% ▼
Discharges	15	27	-44% ▼
Service Hours	215	183	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	49%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	20%	50%	46%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	27	35%	30%	22%	5%
Stable Living Situation	<div><div></div></div>	76	99%	95%	68%	4%
Social Support	<div><div></div></div>	43	56%	60%	59%	-4%
Improved/Maintained Function Score	<div><div></div></div>	13	26%	75%	39%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	63	100%	90%	75%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	15	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	72	-10%
Admits	-	1	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	95	75	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	N/A 89%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	0% 49%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div>	100% 98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	35	54%	60%	59%	-6%
Employed	<div><div></div></div>	9	14%	30%	22%	-16% ▼
Stable Living Situation	<div><div></div></div>	35	54%	95%	68%	-41% ▼
Improved/Maintained Function Score	<div><div></div></div>	0	0%	75%	39%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	35	54%	90%	75%	-36% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	N/A	N/A	75%	81%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

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

Service Utilization



Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



\* 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	<div><div></div></div>	N/A 94%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	N/A 69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	N/A	N/A	20%	14%	-20% ▼
Social Support	<div><div></div></div>	N/A	N/A	60%	71%	-60% ▼
Stable Living Situation	<div><div></div></div>	N/A	N/A	80%	78%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	77%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	<div><div></div></div>			1 or more Records Submitted to DMHAS



\* State Avg based on 25 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	24	104% ▲
Admits	37	18	106% ▲
Discharges	29	17	71% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	27	90%	90%	78%	0%
✓ Community Location Evaluation	<div><div></div></div>	30	100%	80%	81%	20% ▲
✓ Follow-up Service within 48 hours	<div><div></div></div>	1	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%

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