

## 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	98%   91%	98%	80%	91%
✓ Quality and Appropriateness	98%   93%	98%	80%	93%
✓ General Satisfaction	98%   92%	98%	80%	92%
✓ Respect	97%   91%	97%	80%	91%
✓ Participation in Treatment	96%   92%	96%	80%	92%
✓ Access	95%   88%	95%	80%	88%
✓ Outcome	87%   83%	87%	80%	83%

Orange Box: Satisfied % | Grey Box: Goal % | Light Grey Box: 0-80% | Lightest Grey Box: 80-100% | Green Checkmark: Goal Met | Red Circle: Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Crisis Services	306	50.5%
	Outpatient	300	49.5%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	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%	Ethnicity	#	%	State Avg
55-64	147	24%	20%	Non-Hispanic	212	35%	64%
65+	82	14%	12%	Hisp-Puerto Rican	150	25%	10%

Orange Box: Unique Clients | Grey Box: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

## Program Activity

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

## Discharge Outcomes

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

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	83%	N/A

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
Valid TEDS Data	N/A	26%

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

## 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

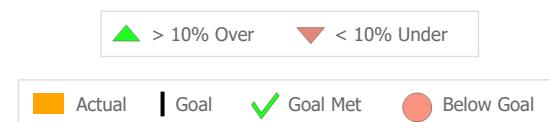
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	56	-7%
Admits	55	66	-17% <span style="color: red;">▼</span>
Discharges	52	66	-21% <span style="color: red;">▼</span>

## Crisis

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

## Data Submitted to DMHAS for Month



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

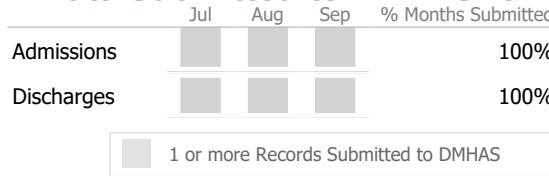
## Program Activity

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		91	100%	90%	78%	10%
● Community Location Evaluation		53	58%	80%	81%	-22% ▼
● Follow-up Service within 48 hours		64	86%	90%	88%	-4%

## Data Submitted to DMHAS for Month



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

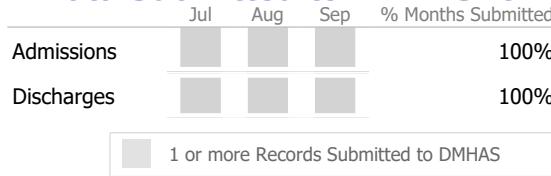
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	65	-5%
Admits	72	103	-30% <span style="color: red;">▼</span>
Discharges	72	102	-29% <span style="color: red;">▼</span>

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div style="width: 69%;"><span style="width: 69%; background-color: orange;">█</span></div>	69	97%	90%	78%	7%
● Community Location Evaluation	<div style="width: 52%;"><span style="width: 52%; background-color: orange;">█</span></div>	52	73%	80%	81%	-7%
✓ Follow-up Service within 48 hours	<div style="width: 35%;"><span style="width: 35%; background-color: orange;">█</span></div>	35	100%	90%	88%	10%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual    Goal   ✓ Goal Met    Below Goal

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

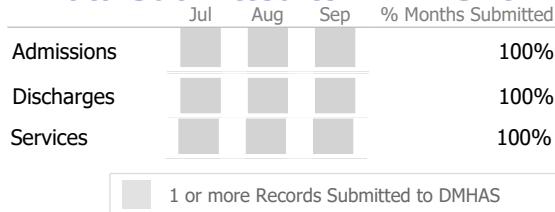
## Program Activity

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 style="width: 52%;"><div style="width: 100%;"></div></div>	52	100%	90%	78%	10%
✓ Community Location Evaluation	<div style="width: 46%;"><div style="width: 88%;"></div></div>	46	88%	80%	81%	8%
● Follow-up Service within 48 hours	<div style="width: 24%;"><div style="width: 75%;"></div></div>	24	75%	90%	88%	-15% ▼

## Data Submitted to DMHAS for Month



▲ > 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	-	

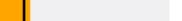
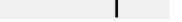
## Data Submission Quality

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

## 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		2	33%	30%	22%	3%
● Social Support		3	50%	60%	59%	-10%
● Stable Living Situation		4	67%	95%	68%	-28%
✓ Improved/Maintained Function Score		1	100%	75%	39%	25%

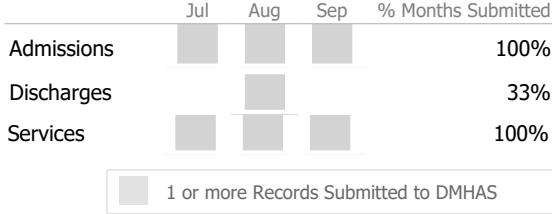
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		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		4	80%	75%	81%	5%

## Data Submitted to DMHAS for Month



▲ > 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

	Actual	State Avg
✓ Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	0%	49%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		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		22	100%	75%	39%	25% ▲
● Employed		8	27%	30%	22%	-3%
● Social Support		15	50%	60%	59%	-10%
● Stable Living Situation		25	83%	95%	68%	-12% ▼

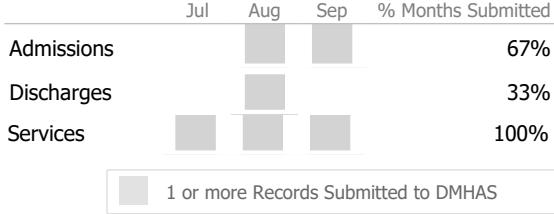
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		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		3	100%	75%	81%	25% ▲

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

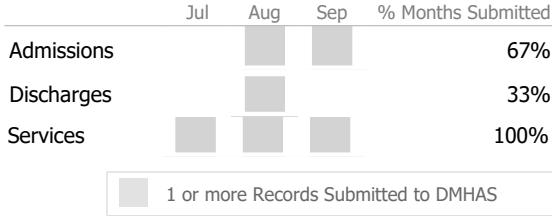
## Program Activity

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

## Data Submission Quality

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

## Data Submitted to DMHAS for Month



## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<span style="width: 100%;"> </span>	1	100%	50%	46%	50% <span>▲</span>

## Recovery

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

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<span style="width: 33%;"> </span>	8	33%	90%	75%	-57% <span>▼</span>

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	<span style="width: 50%;"> </span>	1	50%	75%	81%	-25% <span>▼</span>

▲ > 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	98%	89%
On-Time Periodic 6 Month Updates	95%	49%
Diagnosis Valid MH/SU Diagnosis	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		21	100%	75%	39%	25% ▲
✓ Stable Living Situation		20	95%	95%	68%	0%
● Employed		4	19%	30%	22%	-11% ▼
● Social Support		10	48%	60%	59%	-12% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	75%	10%
<b>Service Engagement</b>						
Outpatient 2 or more Services within 30 days	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

## Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
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

## 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

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	50%	46%	-17% ▼

## Recovery

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

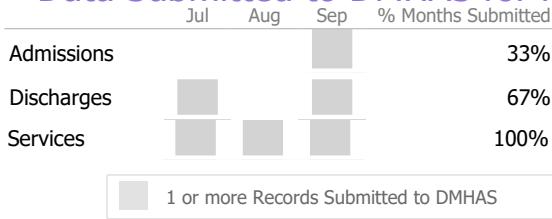
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		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		3	100%	75%	81%	25% ▲

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 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

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 20%;"></div>	3	20%	50%	46%	-30% ▼

## Recovery

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

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></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 style="width: 100%;"></div>	15	100%	75%	81%	25% ▲

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	72	-10% <span style="color: red;">▼</span>
Admits	-	1	-100% <span style="color: red;">▼</span>
Discharges	-	4	-100% <span style="color: red;">▼</span>
Service Hours	95	75	28% <span style="color: green;">▲</span>

## Data Submission Quality

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 50%;">N/A</div></div>	N/A	N/A	50%	46%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support	<div style="width: 54%;"><div style="width: 35%;"> </div></div>	35	54%	60%	59%	-6%
● Employed	<div style="width: 14%;"><div style="width: 9%;"> </div></div>	9	14%	30%	22%	-16% <span style="color: red;">▼</span>
● Stable Living Situation	<div style="width: 54%;"><div style="width: 35%;"> </div></div>	35	54%	95%	68%	-41% <span style="color: red;">▼</span>
● Improved/Maintained Function Score	<div style="width: 0%;"><div style="width: 0%;"> </div></div>	0	0%	75%	39%	-75% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 54%;"><div style="width: 35%;"> </div></div>	35	54%	90%	75%	-36% <span style="color: red;">▼</span>
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	<div style="width: 75%;"><div style="width: 81%;"> </div></div>	N/A	N/A	75%	81%	N/A <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div style="width: 100%;"><div style="width: 100%;"> </div></div>	<div style="width: 100%;"><div style="width: 100%;"> </div></div>	<div style="width: 100%;"><div style="width: 100%;"> </div></div>	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

## Program Activity

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

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	66%	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 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	N/A	94%
On-Time Periodic		
6 Month Updates	N/A	69%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		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		N/A	N/A	20%	14%	-20% <span style="color: red;">▼</span>
Social Support		N/A	N/A	60%	71%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	80%	78%	-80% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A <span style="color: red;">▼</span>

## 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 25 Active Standard Case Management Programs

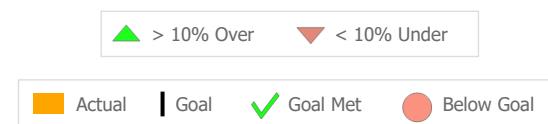
## Program Activity

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		27	90%	90%	78%	0%
✓ Community Location Evaluation		30	100%	80%	81%	20% ▲
✓ Follow-up Service within 48 hours		1	100%	90%	88%	10%

## Data Submitted to DMHAS for Month



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