

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,445	2,228	10%
	Admits	542	501	8%
	Discharges	485	480	1%
	Service Hours	12,466	10,869	15% ▲
	Bed Days	1,488	1,357	10%
	S.Rehab/PHP/IOP	1,286	1,053	22% ▲

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

Consumer Satisfaction Survey (Based on 465 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		93%	80%	91%
✓ Access		90%	80%	88%
● Outcome		74%	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	Outpatient	1,856	58.9%
	Community Support	365	11.6%
	Crisis Services	183	5.8%
	Social Rehabilitation	164	5.2%
	Case Management	121	3.8%
	Employment Services	87	2.8%
	Consultation	36	1.1%
	ACT	22	0.7%
	Residential Services	19	0.6%
Addiction	Outpatient	102	3.2%
	Medication Assisted Treatment	64	2.0%
	Employment Services	14	0.4%
Forensic MH	Forensics Community-based	119	3.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	297	12%	8%	Female	1,407	58%	42% ▲
26-34	398	16%	18%	Male	1,037	42%	58% ▼
35-44	491	20%	24%	Transgender/Other	1	0%	0%
45-54	371	15%	18%				
55-64	466	19%	20%				
65+	420	17%	12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,930	79%	64% ▲	White/Caucasian	1,884	77%	59% ▲
Hisp-Puerto Rican	321	13%	10%	Other	373	15%	12%
Unknown	82	3%	14% ▼	Black/African American	76	3%	17% ▼
Hispanic-Other	80	3%	11%	Unknown	54	2%	9%
Hispanic-Mexican	31	1%	1%	Multiple Races	32	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	12	0%	1%
				Am. Indian/Native Alaskan	11	0%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	28	64% ▲
Admits	15	7	114% ▲
Discharges	12	5	140% ▲
Service Hours	185	79	133% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	96%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	6	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	46	100%	75%	43%	25% ▲
Abstinence/Reduced Drug Use	<div><div></div></div>	35	76%	55%	24%	21% ▲
Employed	<div><div></div></div>	19	41%	50%	22%	-9%
Stable Living Situation	<div><div></div></div>	39	85%	95%	44%	-10%
Self Help	<div><div></div></div>	13	28%	60%	12%	-32% ▼
Improved/Maintained Function Score	<div><div></div></div>	12	40%	75%	29%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	34	100%	90%	38%	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>	14	93%	75%	57%	18% ▲

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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	42	33% ▲
Admits	14	6	133% ▲
Discharges	16	13	23% ▲
Service Hours	160	142	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	5	31%	50%	51%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	56	100%	75%	43%	25% ▲
Abstinence/Reduced Drug Use	<div><div></div></div>	33	59%	55%	24%	4%
Self Help	<div><div></div></div>	31	55%	60%	12%	-5%
Employed	<div><div></div></div>	24	43%	50%	22%	-7%
Stable Living Situation	<div><div></div></div>	47	84%	95%	44%	-11% ▼
Improved/Maintained Function Score	<div><div></div></div>	19	58%	75%	29%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	40	100%	90%	38%	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>	13	93%	75%	57%	18% ▲

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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	940	842	12% ▲
Admits	113	84	35% ▲
Discharges	97	83	17% ▲
Service Hours	2,419	1,748	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	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></div></div>	26	27%	50%	46%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	805	85%	60%	59%	25% ▲
Employed	<div><div></div></div>	333	35%	30%	22%	5%
Stable Living Situation	<div><div></div></div>	892	95%	95%	68%	0%
Improved/Maintained Function Score	<div><div></div></div>	173	23%	75%	39%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	813	96%	90%	75%	6%

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>	95	84%	75%	81%	9%

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 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	827	728	14% ▲
Admits	110	112	-2%
Discharges	95	92	3%
Service Hours	2,114	1,909	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
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>	46	48%	50%	46%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	766	93%	60%	59%	33% ▲
Employed	<div><div></div></div>	282	34%	30%	22%	4%
Stable Living Situation	<div><div></div></div>	808	98%	95%	68%	3%
Improved/Maintained Function Score	<div><div></div></div>	144	23%	75%	39%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	727	99%	90%	75%	9%

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>	84	76%	75%	81%	1%

▲ > 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	118	102	16% ▲
Admits	11	4	175% ▲
Discharges	4	3	33% ▲
Service Hours	251	233	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	96%	49%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	2	50%	50%	46%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	102	86%	60%	59%	26% ▲
Stable Living Situation	<div><div></div></div>	113	96%	95%	68%	1%
Employed	<div><div></div></div>	16	14%	30%	22%	-16% ▼
Improved/Maintained Function Score	<div><div></div></div>	5	5%	75%	39%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	108	95%	90%	75%	5%

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>	5	45%	75%	81%	-30% ▼

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>	67%
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 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1	1	-26% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days	<div></div>	0	0%	50%	80%	-50% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div></div>	<div></div>		67%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	1	3	-67% ▼
Discharges	5	1	400% ▲
Service Hours	277	182	52% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	23	88%	85%	91%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	20	95%	90%	89%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 96%	98%
On-Time Periodic		
✓ 6 Month Updates	<div><div></div></div> 100%	76%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met  Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	-	-	
Discharges	1	-	
Service Hours	63	40	57% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	9	100%	85%	84%	15% ▲

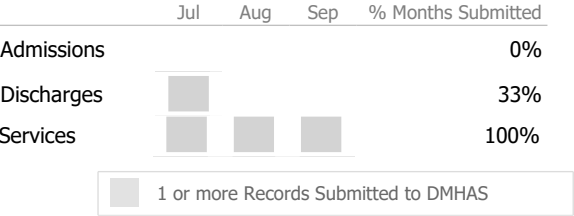
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	8	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	77%

Data Submitted to DMHAS for Month



\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	-	
Discharges	-	-	
Bed Days	231	184	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	99%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	96%

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%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	3	100%	60%	85%	40% ▲
✓ Stable Living Situation	<div><div></div></div>	3	100%	85%	96%	15% ▲
✓ Employed	<div><div></div></div>	1	33%	25%	16%	8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	3	212 days	1.0	84%	90%	70%	-6%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		<div><div></div></div>		33%
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 Residential Support 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 93%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	N/A 95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	65%	52%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	85%	91%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	55%	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	15%	15%	-15% ▼
Improved/Maintained Function Score	<div><div></div></div>	N/A	N/A	85%	24%	-85% ▼
Social Support	<div><div></div></div>	N/A	N/A	60%	76%	-60% ▼
Stable Living Situation	<div><div></div></div>	N/A	N/A	60%	89%	-60% ▼

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%	98%	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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	162	14% ▲
Admits	8	49	-84% ▼
Discharges	27	18	50% ▲
Service Hours	1,441	1,584	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	98%	86%
Diagnosis		
Valid MH/SU Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	9	33%	65%	61%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	164	89%	60%	79%	29% ▲
Stable Living Situation	<div><div></div></div>	161	87%	80%	86%	7%
Employed	<div><div></div></div>	43	23%	20%	15%	3%
Improved/Maintained Function Score	<div><div></div></div>	39	25%	65%	51%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	157	99%	90%	94%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>			33%
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 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	206	-13% ▼
Admits	23	18	28% ▲
Discharges	21	30	-30% ▼
Service Hours	1,756	1,857	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	98%	86%
Diagnosis		
Valid MH/SU Diagnosis	99%	97%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
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>	12	57%	65%	61%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	163	91%	60%	79%	31% ▲
Stable Living Situation	<div><div></div></div>	165	92%	80%	86%	12% ▲
Employed	<div><div></div></div>	26	14%	20%	15%	-6%
Improved/Maintained Function Score	<div><div></div></div>	22	16%	65%	51%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	159	100%	90%	94%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	40	115% ▲
Admits	67	20	235% ▲
Discharges	58	38	53% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	24	92%	90%	78%	2%
● Community Location Evaluation	<div><div></div></div>	19	73%	80%	81%	-7%
✓ Follow-up Service within 48 hours	<div><div></div></div>	17	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

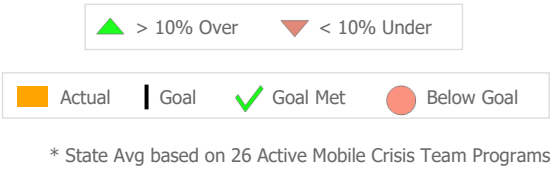
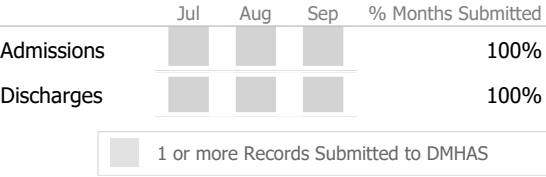
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	46	111% ▲
Admits	73	35	109% ▲
Discharges	50	43	16% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div><div></div></div>	19	100%	90%	78%	10%
✓ Community Location Evaluation	<div><div></div></div>	16	84%	80%	81%	4%
✓ Follow-up Service within 48 hours	<div><div></div></div>	12	100%	90%	88%	10%

Data Submitted to DMHAS for Month



Employment Services

United Services Inc.

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	38	8%
Admits	16	12	33% ▲
Discharges	10	15	-33% ▼
Service Hours	222	77	187% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div></div>	16	39%	35%	43%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	31	100%	90%	90%	10%

< 10% Over > 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 37 Active Employment Services Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	151	-21% ▼
Admits	28	85	-67% ▼
Discharges	36	87	-59% ▼
Service Hours	156	149	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	82	98%	90%	75%	8%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div><div></div></div>	17	94%	0%	87%	94% ▲

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 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	14	57% ▲
Admits	4	-	
Discharges	2	3	-33% ▼
Service Hours	190	48	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	98%	65%
On-Time Periodic		
6 Month Updates	100%	35%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	50%	50%	59%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div><div></div></div>	21	95%	55%	45%	40% ▲
Not Arrested	<div><div></div></div>	22	100%	75%	55%	25% ▲
Stable Living Situation	<div><div></div></div>	18	82%	95%	52%	-13% ▼
Employed	<div><div></div></div>	8	36%	50%	26%	-14% ▼
Self Help	<div><div></div></div>	7	32%	60%	20%	-28% ▼
Improved/Maintained Function Score	<div><div></div></div>	4	31%	75%	21%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	20	100%	90%	54%	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>	67%
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 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	-	1	-100% ▼
Discharges	2	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div><div></div></div>	25	96%	85%	91%	11% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div>	99% 98%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div><div></div></div>	100% 76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	723	707	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 92%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 100%	91%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	<div><div></div></div> 100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	100%	80%	82%	20% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	1	100%	85%	70%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	0	0%	90%	56%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	9	100%	60%	82%	40% ▲
Stable Living Situation	<div><div></div></div>	9	100%	90%	98%	10%
Improved/Maintained Function Score	<div><div></div></div>	0	0%	95%	67%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	8	194 days	0.9	98%	90%	85%	8%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 22 Active Group Home Programs

Next Steps

United Services Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	9	44% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	49	100	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	12	92%	85%	84%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	12	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	77%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

< 10% Over > 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

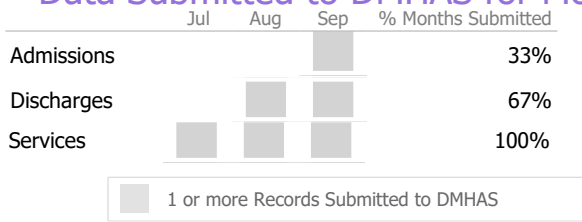
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	60	-23% ▼
Admits	2	6	-67% ▼
Discharges	2	15	-87% ▼
Service Hours	388	357	8%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div><div></div></div>	2	100%	50%	80%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

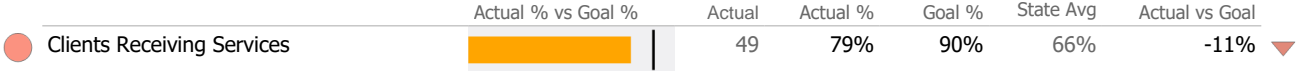
● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	65	5%
Admits	9	8	13% ▲
Discharges	6	6	0%
Service Hours	17	6	175% ▲
Social Rehab/PHP/IOP Days	765	616	24% ▲

Service Utilization



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>	67%
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 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	82	17% ▲
Admits	13	19	-32% ▼
Discharges	10	6	67% ▲
Service Hours	416	422	-1%
Social Rehab/PHP/IOP Days	521	437	19% ▲

Service Utilization



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 34 Active Social Rehabilitation Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	3	6	-50% ▼
Discharges	10	3	233% ▲
Service Hours	93	159	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 84%	91%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	77%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div><div></div></div>	6	43%	35%	26%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	4	100%	90%	79%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>		67%
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 9 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	27	56% ▲
Admits	8	3	167% ▲
Discharges	7	1	600% ▲
Service Hours	109	127	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	100%	65%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	35%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	5	71%	50%	59%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div><div></div></div>	38	90%	55%	45%	35% ▲
Not Arrested	<div><div></div></div>	41	98%	75%	55%	23% ▲
Stable Living Situation	<div><div></div></div>	40	95%	95%	52%	0%
Employed	<div><div></div></div>	13	31%	50%	26%	-19% ▼
Self Help	<div><div></div></div>	8	19%	60%	20%	-41% ▼
Improved/Maintained Function Score	<div><div></div></div>	6	19%	75%	21%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	34	97%	90%	54%	7%

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>	67%
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 20 Active Buprenorphine Maintenance 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>	N/A 100%
Valid TEDS Data	<div></div>	N/A 100%
On-Time Periodic		Actual State Avg
6 Month Updates	<div></div>	N/A 30%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	N/A	N/A	50%	0%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div></div>	N/A	N/A	55%	30%	-55% ▼
Employed	<div></div>	N/A	N/A	50%	22%	-50% ▼
Improved/Maintained Function Score	<div></div>	N/A	N/A	75%	11%	-75% ▼
Not Arrested	<div></div>	N/A	N/A	75%	44%	-75% ▼
Self Help	<div></div>	N/A	N/A	60%	19%	-60% ▼
Stable Living Situation	<div></div>	N/A	N/A	95%	44%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	N/A	N/A	90%	22%	N/A ▼

Data Submitted to DMHAS for Month

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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

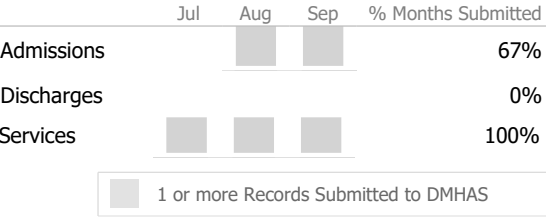
Below Goal

\* State Avg based on 5 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	40	-10%
Admits	7	7	0%
Discharges	-	2	-100% ▼
Service Hours	9	6	41% ▲

Data Submitted to DMHAS for Month



\* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	45	2%
Admits	9	10	-10%
Discharges	9	10	-10%
Service Hours	588	312	88% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 96%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 100%	87%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	27	59%	35%	43%	24% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	37	100%	90%	90%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal 

✓

 Goal Met  Below Goal

\* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	3	3	0%
Discharges	1	3	-67% ▼
Service Hours	1,563	1,317	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	100%	95%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

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	<div></div>	0	0%	65%	52%	-65% ▼
No Re-admit within 30 Days of Discharge	<div></div>	1	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge	<div></div>	N/A	N/A	90%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div></div>	20	91%	60%	76%	31% ▲
Stable Living Situation	<div></div>	20	91%	60%	89%	31% ▲
Employed	<div></div>	5	23%	15%	15%	8%
Improved/Maintained Function Score	<div></div>	8	44%	85%	24%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	21	100%	90%	98%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	2	2	0%
Discharges	2	1	100% ▲
Bed Days	534	466	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
6 Month Updates	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	0	0%	60%	72%	-60% ▼
Follow-up within 30 Days of Discharge	<div></div>	N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div></div>	7	88%	60%	86%	28% ▲
Stable Living Situation	<div></div>	8	100%	95%	97%	5%
Employed	<div></div>	1	12%	25%	11%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div></div>	6	252 days	0.8	97%	90%	88%	7%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

> 10% Over

< 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 83 Active Supervised Apartments Programs