

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,185	1,195	-1%
	Admits	989	1,151	-14% ▼
	Discharges	930	1,183	-21% ▼
	Service Hours	20,413	24,334	-16% ▼
	Bed Days	4,902	4,916	0%

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

Consumer Satisfaction Survey

(Based on 278 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		88%	80%	88%
✓ General Satisfaction		87%	80%	92%
● Outcome		78%	80%	83%
● Recovery		71%	80%	79%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	301	19.9%
	Outpatient	271	17.9%
	Community Support	203	13.4%
	ACT	163	10.8%
	Intake	129	8.5%
	Residential Services	70	4.6%
Forensic MH	Forensics Community-based	373	24.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	191	16%	11%	Male	729	62%	60%
26-34	235	20%	23%	Female	451	38%	40%
35-44	236	20%	22%	Transgender	4	0%	0%
45-54	218	19%	20%				
55-64	201	17%	18%				
65+	93	8%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	896	76%	69%	White/Caucasian	745	67%	62%
Unknown	169	14%	11%	Black/African American	167	15%	17%
Hispanic-Other	65	5%	8%	Other	82	7%	13%
Hisp-Puerto Rican	53	4%	11%	Unknown	49	4%	6%
Hispanic-Cuban	1	0%	0%	Multiple Races	34	3%	1%
Hispanic-Mexican	1	0%	1%	Asian	14	1%	1%
				Am. Indian/Native Alaskan	10	1%	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	97	110	-12% ▼
Admits	35	42	-17% ▼
Discharges	26	51	-49% ▼
Service Hours	4,874	6,244	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	67%
On-Time Periodic		
6 Month Updates	97%	91%
Co-occurring		
MH Screen Complete	94%	39%
SA Screen Complete	100%	40%
Diagnosis		
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	94%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	58%	65%	53%	-7%
No Re-admit within 30 Days of Discharge		26	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		12	80%	90%	54%	-10%

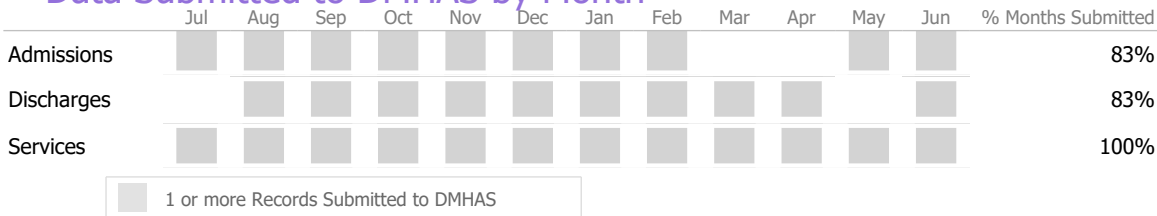
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		83	86%	60%	90%	26% ▲
Employed		8	8%	15%	13%	-7%
Social Support		44	45%	60%	79%	-15% ▼
Improved/Maintained Axis V GAF Score		57	65%	85%	58%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	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

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 84%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 56%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 61%
SA Screen Complete		N/A 61%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	39%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	55%	-75% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

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 89 Active Standard Outpatient Programs

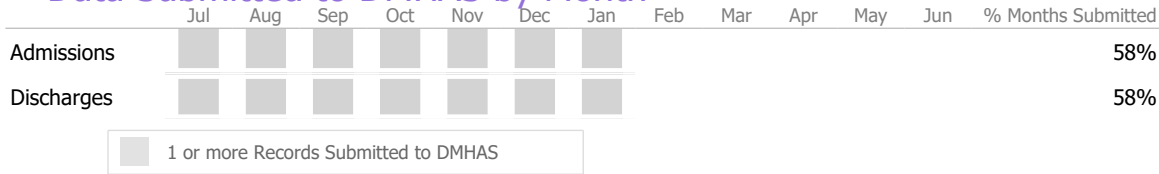
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	53	-2%
Admits	61	64	-5%
Discharges	61	64	-5%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		32	60%	75%	75%	-15% ▼
✓ Community Location Evaluation		52	98%	80%	93%	18% ▲
● Follow-up Service within 48 hours		0	0%	90%	89%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

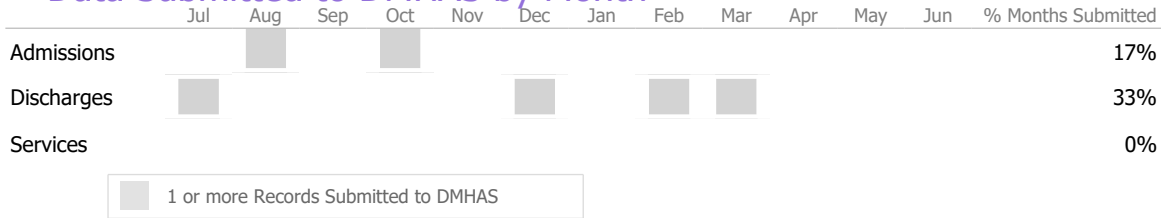
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	9	-44% ▼
Admits	2	6	-67% ▼
Discharges	4	6	-33% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	168	-29% ▼
Admits	6	18	-67% ▼
Discharges	21	54	-61% ▼
Service Hours	994	1,313	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	11%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	67%	50%	39%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		99	81%	60%	64%	21% ▲
Stable Living Situation		111	91%	95%	81%	-4%
Employed		23	19%	30%	25%	-11% ▼
Improved/Maintained Axis V GAF Score		68	59%	75%	55%	-16% ▼

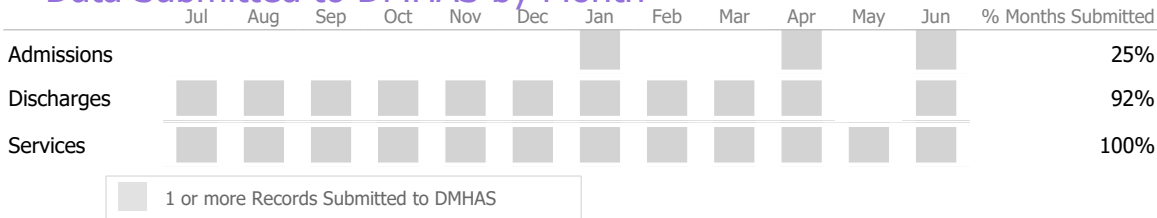
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	97%	90%	85%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	74%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

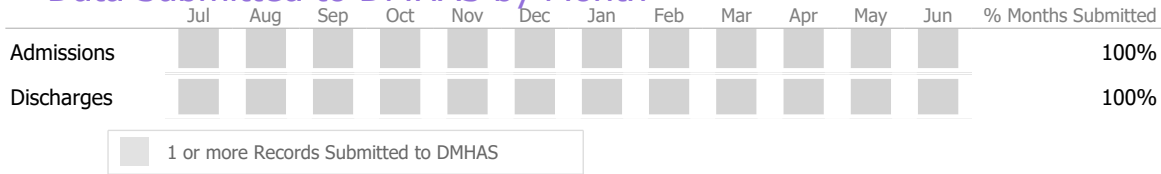
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	262	307	-15% ▼
Admits	360	456	-21% ▼
Discharges	356	457	-22% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		237	68%	75%	75%	-7% ▼
✓ Community Location Evaluation		334	97%	80%	93%	17% ▲
● Follow-up Service within 48 hours		14	37%	90%	89%	-53% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

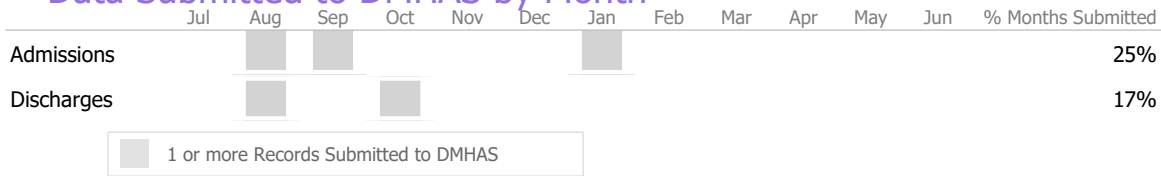
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	20	20% ▲
Admits	5	4	25% ▲
Discharges	3	3	0%

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement Programs

Program Activity

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

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

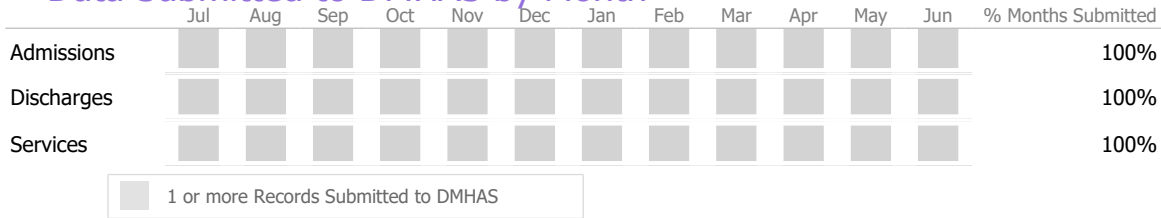
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	115	12% ▲
Admits	129	116	11% ▲
Discharges	126	115	10%
Service Hours	289	243	19% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

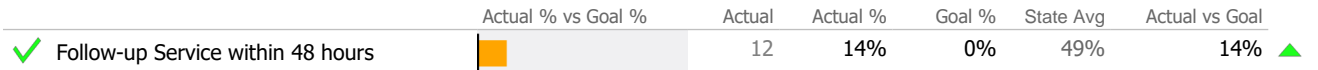
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

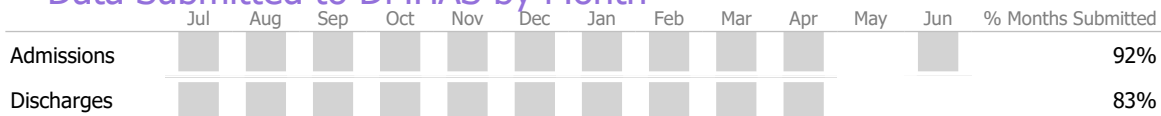
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	308	241	28% ▲
Admits	212	177	20% ▲
Discharges	173	147	18% ▲

Jail Diversion



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal


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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 16 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	94	-26% ▼
Admits	63	99	-36% ▼
Discharges	68	98	-31% ▼
Bed Days	4,902	4,916	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic		
6 Month Updates	100%	100%
Co-occurring		
MH Screen Complete	87%	89%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	96%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	90%	95%	80%	-5%
No Re-admit within 30 Days of Discharge		65	96%	85%	91%	11% ▲
Follow-up within 30 Days of Discharge		59	97%	90%	91%	7%

Recovery

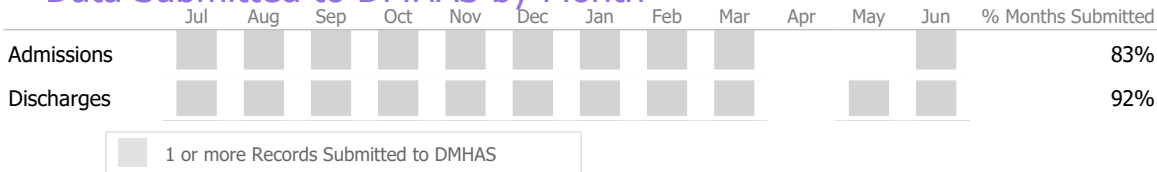
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		37	52%	95%	45%	-43% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	127 days	0.1	89%	90%	89%	-1%

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 2 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	169	-2%
Admits	44	68	-35% ▼
Discharges	28	61	-54% ▼
Service Hours	2,796	2,562	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	79%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	79%	50%	39%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		131	78%	60%	64%	18% ▲
● Stable Living Situation		151	90%	95%	81%	-5%
● Employed		33	20%	30%	25%	-10%
● Improved/Maintained Axis V GAF Score		70	49%	75%	55%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		136	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		36	84%	75%	74%	9%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

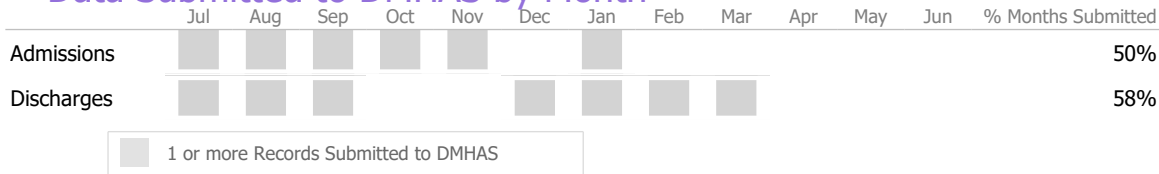
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	53	-30% ▼
Admits	9	27	-67% ▼
Discharges	12	27	-56% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	49%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	213	-5%
Admits	40	40	0%
Discharges	29	49	-41% ▼
Service Hours	5,366	6,614	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	88%	40%
SA Screen Complete	100%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	97%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	45%	65%	62%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		191	93%	80%	87%	13% ▲
Social Support		135	66%	60%	81%	6%
Employed		22	11%	20%	13%	-9%
Improved/Maintained Axis V GAF Score		91	47%	65%	66%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		176	100%	90%	99%	10%

Data Submitted to DMHAS by Month

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	11	▼
Admits	-	10	-100% ▼
Discharges	-	11	-100% ▼
Service Hours	-	1	-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 16 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	77	-13% ▼
Admits	23	24	-4%
Discharges	23	32	-28% ▼
Service Hours	6,093	7,339	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	67%
On-Time Periodic	Actual	State Avg
6 Month Updates	53%	91%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	39%
SA Screen Complete	100%	40%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	96%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	35%	65%	53%	-30% ▼
No Re-admit within 30 Days of Discharge		22	96%	85%	91%	11% ▲
Follow-up within 30 Days of Discharge		4	50%	90%	54%	-40% ▼

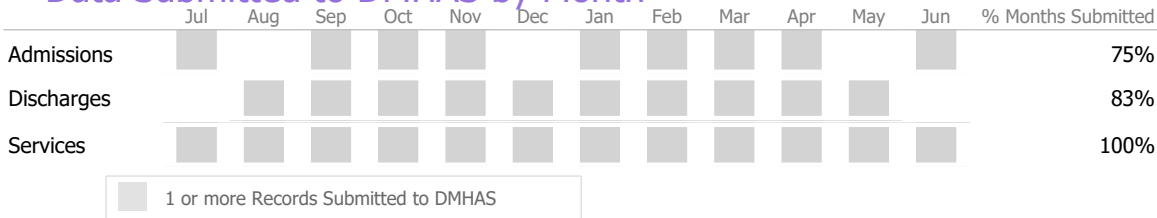
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	70%	60%	90%	10%
Employed		11	15%	15%	13%	0%
Social Support		38	54%	60%	79%	-6%
Improved/Maintained Axis V GAF Score		47	75%	85%	58%	-10%

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