

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	703	740	-5%
	Admits	648	682	-5%
	Discharges	628	675	-7%
	Service Hours	362	1,358	-73% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	401	56.9%
	Outpatient	304	43.1%

### Consumer Satisfaction Survey

(Based on 86 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		98%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		86%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	59	9%	9%
26-34	108	16%	21%
35-44	123	18%	23%
45-54	145	21%	19%
55-64	167	24%	19%
65+	90	13%	9%

Gender	#	%	State Avg
Female	395	56%	▲ 41%
Male	307	44%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	303	43%	▼ 68%
Hisp-Puerto Rican	175	25%	▲ 11%
Hispanic-Other	129	18%	8%
Unknown	77	11%	11%
Hispanic-Mexican	19	3%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	314	45%	▼ 62%
Other	182	26%	▲ 13%
Unknown	139	20%	▲ 6%
Black/African American	58	8%	17%
Asian	5	1%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	2	0%	0%
Hawaiian/Other Pacific Islander			0%

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

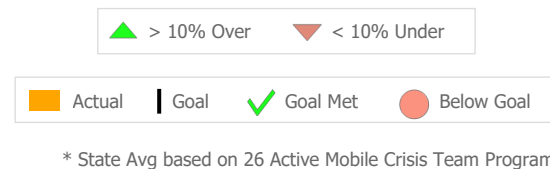
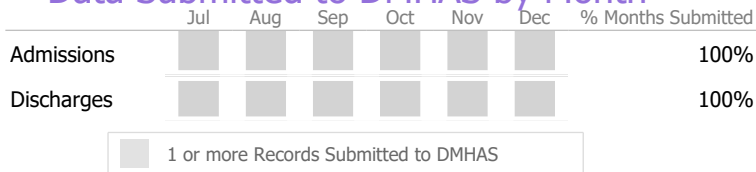
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	73	5%
Admits	90	81	11% ▲
Discharges	91	81	12% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		81	96%	75%	70%	21% ▲
✓ Community Location Evaluation		81	96%	80%	69%	16% ▲
✓ Follow-up Service within 48 hours		29	100%	90%	67%	10%

### Data Submitted to DMHAS by Month



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

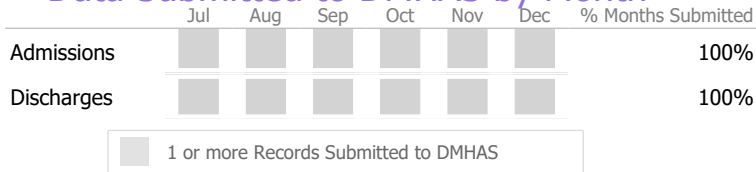
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	63	27% ▲
Admits	132	101	31% ▲
Discharges	132	103	28% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		110	94%	75%	70%	19% ▲
✓ Community Location Evaluation		114	97%	80%	69%	17% ▲
✓ Follow-up Service within 48 hours		103	100%	90%	67%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ○ Below Goal

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

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

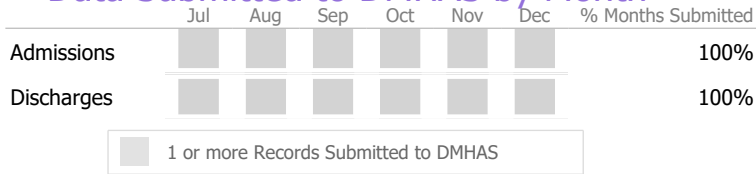
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	71	34% ▲
Admits	134	95	41% ▲
Discharges	134	94	43% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		134	98%	75%	70%	23% ▲
✓ Community Location Evaluation		136	99%	80%	69%	19% ▲
✓ Follow-up Service within 48 hours		85	100%	90%	67%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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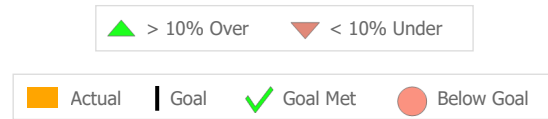
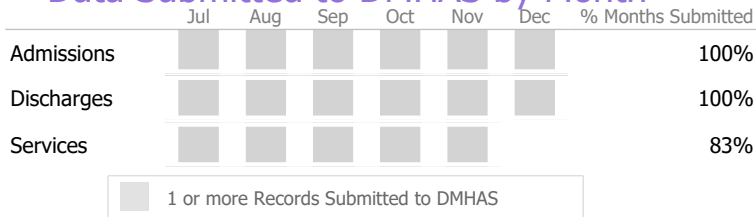
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	170	-33% ▼
Admits	182	282	-35% ▼
Discharges	182	281	-35% ▼
Service Hours	35	55	-37% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		75	99%	75%	70%	24% ▲
✓ Community Location Evaluation		69	91%	80%	69%	11% ▲
● Follow-up Service within 48 hours		32	55%	90%	67%	-35% ▼

### Data Submitted to DMHAS by Month



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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	10	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	-	46	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	59%	20% ▲
✓ Employed		2	40%	30%	23%	10% ▲
● Stable Living Situation		4	80%	95%	69%	-15% ▼

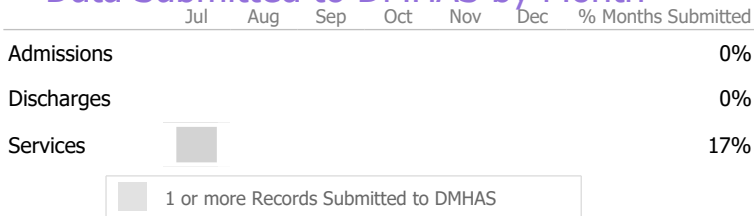
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	80%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	27	-78% ▼
Admits	-	4	-100% ▼
Discharges	2	2	0%
Service Hours	2	128	-98% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	50%	55%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	42%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	59%	23% ▲
Stable Living Situation		5	83%	95%	69%	-12% ▼
Employed		0	0%	30%	23%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	75%	90%	80%	-15% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	27	-33% ▼
Admits	-	2	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	4	148	-97% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	89%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	23%	-30% ▼
Social Support		4	22%	60%	59%	-38% ▼
Stable Living Situation		4	22%	95%	69%	-73% ▼

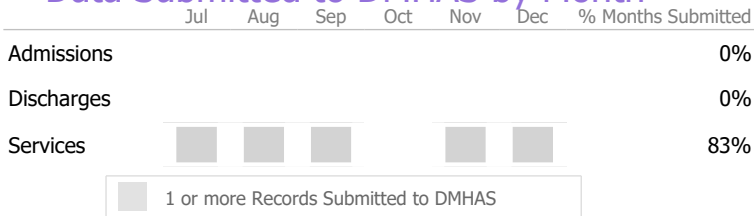
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	17%	90%	80%	-73% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	39	0%
Admits	8	2	300% ▲
Discharges	7	4	75% ▲
Service Hours	128	139	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	87%
On-Time Periodic		
6 Month Updates	96%	55%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	50%	42%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		37	95%	95%	69%	0%
● Employed		10	26%	30%	23%	-4%
● Social Support		17	44%	60%	59%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	80%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	88%	75%	77%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges		■		■	■	■	67%
Services		■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	55	9%
Admits	2	1	100% ▲
Discharges	3	-	
Service Hours	186	164	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	65%	55%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	42%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		44	73%	60%	59%	13% ▲
● Employed		14	23%	30%	23%	-7%
● Stable Living Situation		51	85%	95%	69%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		48	84%	90%	80%	-6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	50%	75%	77%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■					■	33%
Discharges			■		■	■	50%
Services	■		■	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	35	9%
Admits	24	4	500% ▲
Discharges	2	22	-91% ▼
Service Hours	7	39	-82% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic		
6 Month Updates	42%	55%
Co-occurring		
MH Screen Complete	8%	89%
SA Screen Complete	92%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	42%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	68%	60%	59%	8%
✓ Stable Living Situation		38	100%	95%	69%	5%
✓ Employed		12	32%	30%	23%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	22%	90%	80%	-68% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							17%
Services							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	140	-1%
Admits	-	26	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	639	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	5%	30%	23%	-25% ▼
Social Support		14	10%	60%	59%	-50% ▼
Stable Living Situation		14	10%	95%	69%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	80%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

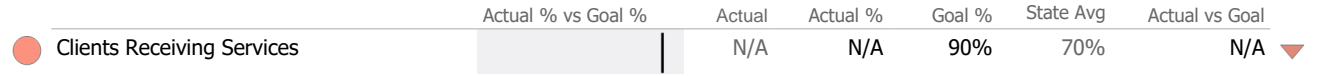
Actual Goal Goal Met Below Goal

\* State Avg based on 74 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 by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	Actual	State Avg
6 Month Updates	N/A	55%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	15%	-20% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	80%	72%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

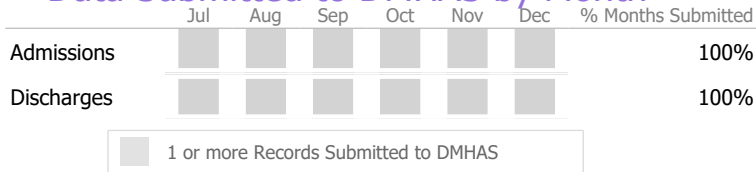
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	78	-3%
Admits	76	83	-8%
Discharges	75	81	-7%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		69	100%	75%	70%	25% ▲
✓ Community Location Evaluation		69	100%	80%	69%	20% ▲
✓ Follow-up Service within 48 hours		23	96%	90%	67%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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