

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,082	940	15% ▲
	Admits	606	414	46% ▲
	Discharges	563	385	46% ▲
	Service Hours	9,094	6,490	40% ▲
	Bed Days	2,052	1,368	50% ▲

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

Consumer Satisfaction Survey

(Based on 175 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		91%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	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	Outpatient	289	22.0%
	Crisis Services	260	19.8%
	Community Support	212	16.1%
	ACT	150	11.4%
	Intake	79	6.0%
	Residential Services	35	2.7%
	Other	2	0.2%
	Forensic MH	Forensics Community-based	286

Client Demographics

Age	#	%	State Avg
18-25	131	12%	9%
26-34	224	21%	21%
35-44	221	21%	23%
45-54	192	18%	19%
55-64	194	18%	19%
65+	111	10%	9%

Gender	#	%	State Avg
Male	655	61%	59%
Female	419	39%	41%
Transgender	7	1%	0%

Race	#	%	State Avg
White/Caucasian	677	68%	62%
Black/African American	136	14%	17%
Other	66	7%	13%
Unknown	47	5%	6%
Multiple Races	39	4%	1%
Am. Indian/Native Alaskan	14	1%	0%
Asian	7	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	88	7%
Admits	15	17	-12% ▼
Discharges	17	13	31% ▲
Service Hours	2,119	1,582	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic		
6 Month Updates	94%	89%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	76%	65%	52%	11% ▲
✓ No Re-admit within 30 Days of Discharge		17	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		10	77%	90%	46%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		84	89%	60%	92%	29% ▲
● Employed		7	7%	15%	16%	-8%
● Social Support		46	49%	60%	79%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 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

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

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 87%
On-Time Periodic		
6 Month Updates		N/A 55%
Co-occurring		
MH Screen Complete		N/A 89%
SA Screen Complete		N/A 89%

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		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	59%	-60% ▼
Stable Living Situation		N/A	N/A	95%	69%	-95% ▼

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%

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

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

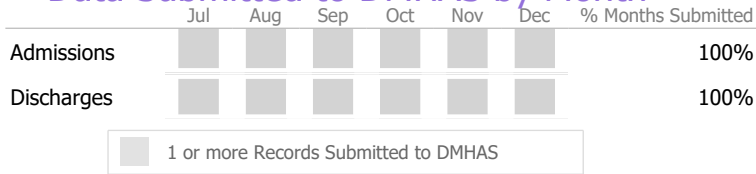
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	19	189% ▲
Admits	58	20	190% ▲
Discharges	57	19	200% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		23	57%	75%	70%	-18% ▼
✓ Community Location Evaluation		38	95%	80%	69%	15% ▲
● Follow-up Service within 48 hours		1	50%	90%	67%	-40% ▼

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	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	103	-5%
Admits	-	2	-100% ▼
Discharges	3	7	-57% ▼
Service Hours	305	254	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	87%
On-Time Periodic		
6 Month Updates	37%	55%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	42%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		79	81%	60%	59%	21% ▲
● Stable Living Situation		87	89%	95%	69%	-6%
● Employed		9	9%	30%	23%	-21% ▼

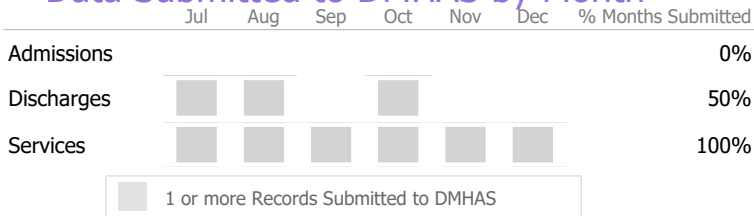
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	98%	90%	80%	8%

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.

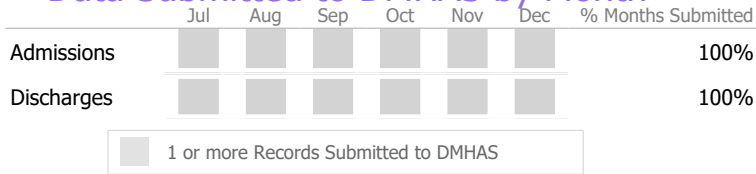
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	173	24% ▲
Admits	270	213	27% ▲
Discharges	271	213	27% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		186	69%	75%	70%	-6%
✓ Community Location Evaluation		242	90%	80%	69%	10%
● Follow-up Service within 48 hours		4	44%	90%	67%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

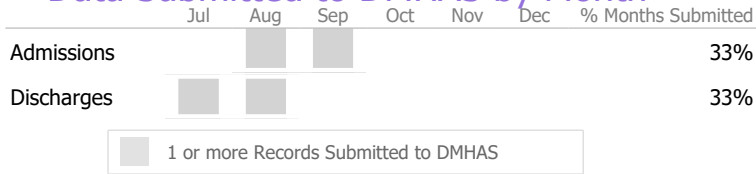
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	2	3	-33% ▼
Discharges	2	1	100% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement Programs

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

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	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

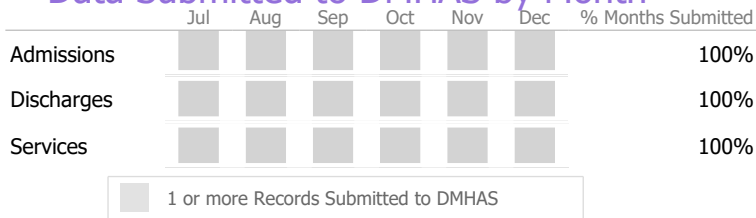
 Actual | Goal  Goal Met  Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	59	34% ▲
Admits	75	54	39% ▲
Discharges	71	53	34% ▲
Service Hours	160	122	31% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

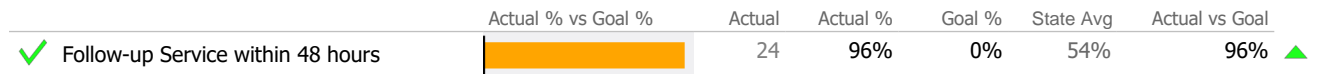
* State Avg based on 16 Active Central Intake Programs

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

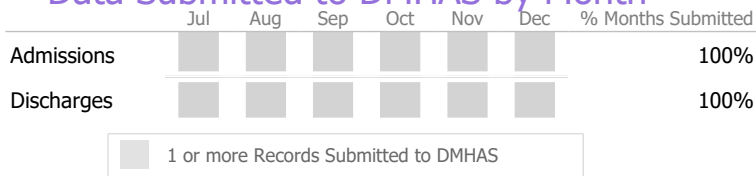
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	231	185	25% ▲
Admits	78	43	81% ▲
Discharges	69	25	176% ▲

Jail Diversion



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

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

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	% 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 24 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	25	40% ▲
Admits	26	15	73% ▲
Discharges	26	19	37% ▲
Bed Days	2,052	1,368	50% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic		
6 Month Updates	50%	50%
Co-occurring		
MH Screen Complete	92%	92%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	97%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	81%	95%	81%	-14% ▼
No Re-admit within 30 Days of Discharge		25	96%	85%	96%	11% ▲
Follow-up within 30 Days of Discharge		19	90%	90%	90%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	121 days	0.3	74%	90%	74%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Sub-Acute Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	163	18% ▲
Admits	31	24	29% ▲
Discharges	13	14	-7%
Service Hours	1,976	1,278	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
On-Time Periodic		
6 Month Updates	72%	55%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	46%	50%	42%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		149	78%	60%	59%	18% ▲
Stable Living Situation		185	96%	95%	69%	1%
Employed		43	22%	30%	23%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		178	99%	90%	80%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	74%	75%	77%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 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	31	29	7%
Admits	3	5	-40% ▼
Discharges	2	1	100% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	100%	0%	54%	100% ▲

Data Submitted to DMHAS by Month

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

 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	212	184	15% ▲
Admits	37	8	363% ▲
Discharges	19	14	36% ▲
Service Hours	2,565	1,281	100% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic		
6 Month Updates	88%	83%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	68%	65%	57%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		202	95%	80%	86%	15% ▲
Social Support		145	68%	60%	80%	8%
Employed		16	8%	20%	14%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		194	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■		■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

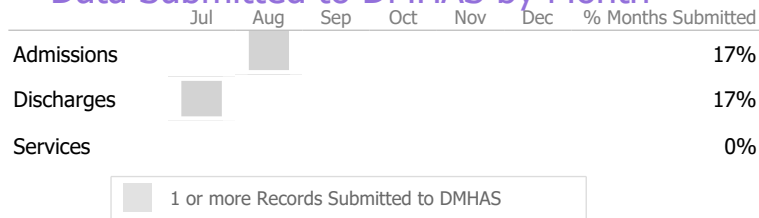
* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	57	-2%
Admits	10	9	11% ▲
Discharges	12	5	140% ▲
Service Hours	1,970	1,973	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	46%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	93%
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		5	42%	65%	52%	-23% ▼
No Re-admit within 30 Days of Discharge		12	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		4	80%	90%	46%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	84%	60%	92%	24% ▲
Employed		8	14%	15%	16%	-1%
Social Support		31	55%	60%	79%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

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

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