

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,772	1,691	5%
	Admits	1,335	1,191	12% ▲
	Discharges	1,498	1,279	17% ▲
	Service Hours	23,213	16,645	39% ▲
	Bed Days	6,115	7,576	-19% ▼

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

Consumer Satisfaction Survey

(Based on 144 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		87%	80%	92%
✓ Access		85%	80%	88%
✓ Respect		83%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		78%	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	861	31.2%
	Crisis Services	614	22.2%
	Social Rehabilitation	520	18.8%
	ACT	140	5.1%
	Community Support	126	4.6%
	Intake	90	3.3%
	Other	35	1.3%
	Inpatient Services	30	1.1%
	Residential Services	4	0.1%
	Forensic MH	Forensics Community-based	260
Outpatient		51	1.8%
Case Management		29	1.1%

Client Demographics

Age	#	%	State Avg
18-25	244	14%	10%
26-34	304	17%	22%
35-44	357	20%	23%
45-54	313	18%	18%
55-64	345	20%	18%
65+	203	11%	8%

Gender	#	%	State Avg
Male	1,036	58%	59%
Female	725	41%	41%
Transgender	10	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,107	62%	68%
Hisp-Puerto Rican	265	15%	11%
Unknown	235	13%	12%
Hispanic-Other	156	9%	9%
Hispanic-Mexican	6	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
Black/African American	653	41%	▲ 17%
White/Caucasian	532	33%	▼ 61%
Other	326	20%	13%
Unknown	48	3%	6%
Asian	28	2%	1%
Multiple Races	14	1%	1%
Am. Indian/Native Alaskan	3	0%	0%
Hawaiian/Other Pacific Islander	3	0%	0%

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

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

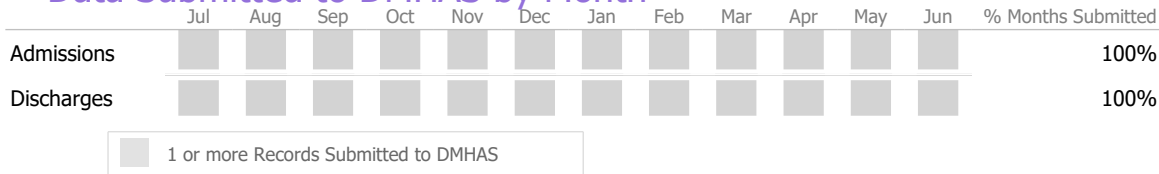
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	256	197	30% ▲
Admits	222	182	22% ▲
Discharges	254	138	84% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		14	22%	0%	64%	22% ▲

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	42	42	0%
Admits	2	1	100% ▲
Discharges	4	2	100% ▲
Service Hours	1,091	993	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	85%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	49%	-15% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	43%	10%

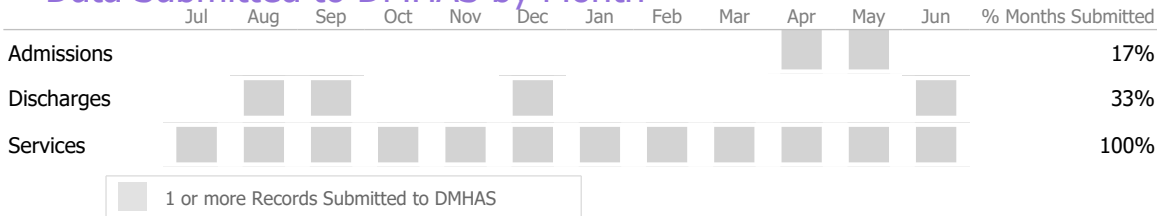
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		33	79%	60%	91%	19% ▲
Social Support		28	67%	60%	80%	7%
Employed		4	10%	15%	19%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	97%	90%	99%	7%

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	29	23	26% ▲
Admits	20	9	122% ▲
Discharges	11	14	-21% ▼
Service Hours	573	566	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	15%	-50% ▼

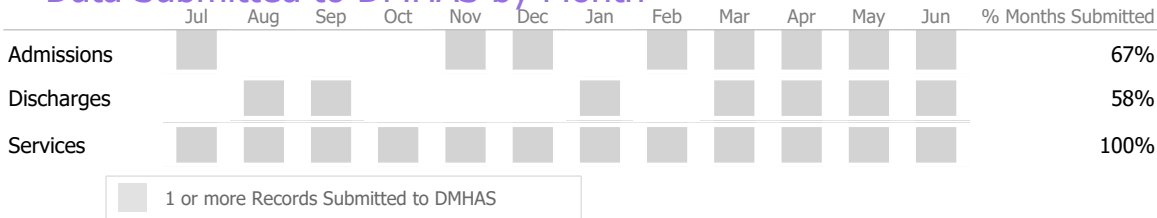
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		29	100%	60%	94%	40% ▲
Social Support		19	66%	60%	67%	6%
Employed		5	17%	20%	15%	-3%
Stable Living Situation		19	66%	80%	70%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	95%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	1	3	-67% ▼
Discharges	4	2	100% ▲
Service Hours	334	240	39% ▲

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

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	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 UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	121	4%
Admits	46	28	64% ▲
Discharges	48	38	26% ▲
Service Hours	1,955	792	147% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
On-Time Periodic		
6 Month Updates	95%	83%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	66%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	50%	65%	56%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		121	93%	80%	87%	13% ▲
Social Support		87	67%	60%	80%	7%
Employed		17	13%	20%	14%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	91%	90%	98%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 38 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	85	93	-9%
Admits	10	9	11% ▲
Discharges	4	18	-78% ▼
Service Hours	1,070	1,320	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	99%	49%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	75%	60%	62%	15% ▲
✓ Employed		32	38%	30%	26%	8%
✓ Stable Living Situation		82	96%	95%	73%	1%

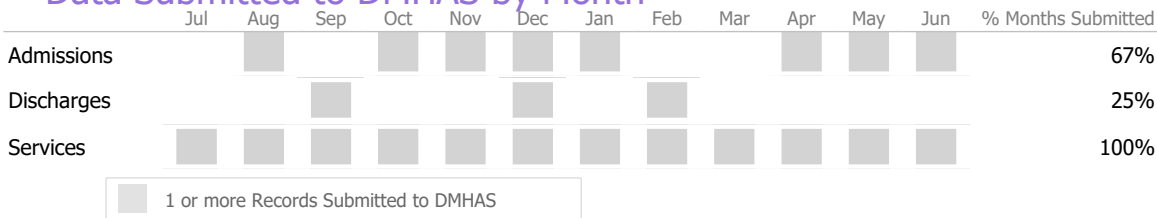
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		10	100%	75%	79%	25% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	50	2%
Admits	16	18	-11% ▼
Discharges	27	14	93% ▲
Service Hours	1,077	822	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	19%	50%	32%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		52	100%	60%	34%	40% ▲
Social Support		41	79%	60%	55%	19% ▲
Employed		3	6%	30%	19%	-24% ▼
Stable Living Situation		36	69%	95%	78%	-26% ▼

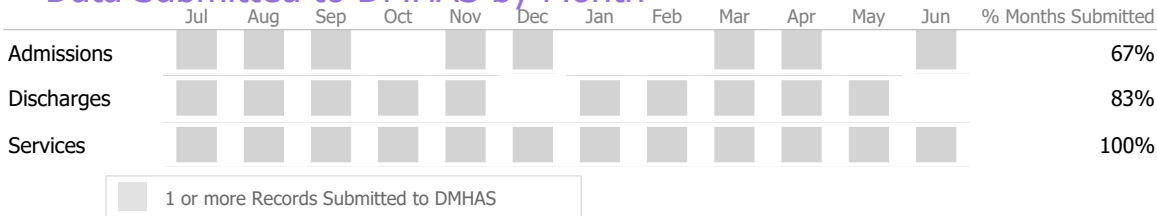
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	100%	75%	94%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

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

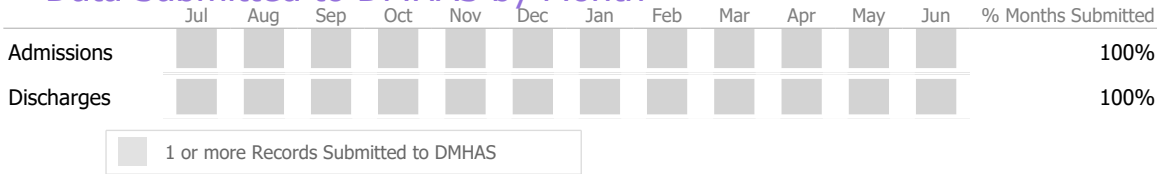
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	352	273	29% ▲
Admits	430	305	41% ▲
Discharges	427	304	40% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		328	89%	75%	71%	14% ▲
✓ Community Location Evaluation		339	92%	80%	72%	12% ▲
● Follow-up Service within 48 hours		8	13%	90%	64%	-77% ▼

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	4	8	-50% ▼
Admits	-	1	-100% ▼
Discharges	4	4	0%
Bed Days	549	1,080	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	80%
On-Time Periodic 6 Month Updates	N/A	91%
Co-occurring MH Screen Complete	N/A	98%
SA Screen Complete	N/A	89%
Diagnosis Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	70%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	80%	10%

Recovery

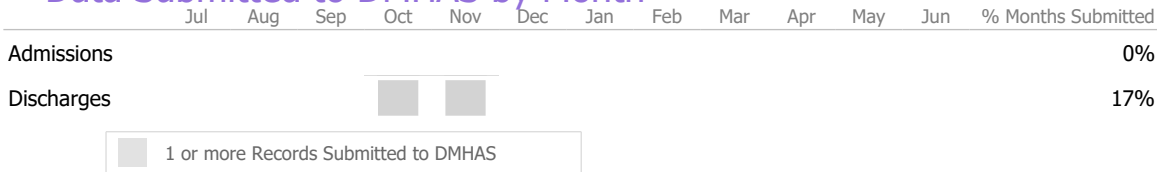
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	50%	25%	12%	25% ▲
✓ Social Support		3	75%	60%	84%	15% ▲
✓ Stable Living Situation		4	100%	95%	93%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	856 days	1.3	20%	90%	91%	-70% ▼

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 81 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	17	15	13% ▲
Discharges	16	15	7%
Bed Days	5,566	5,475	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	75%	95%	75%	-20% ▼
● No Re-admit within 30 Days of Discharge		13	81%	85%	81%	-4%
✓ Follow-up within 30 Days of Discharge		12	100%	90%	100%	10%

Data Submission Quality

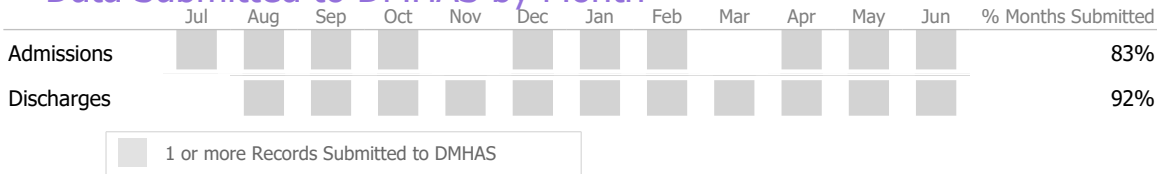
Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	509 days	0.2	95%	90%	95%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

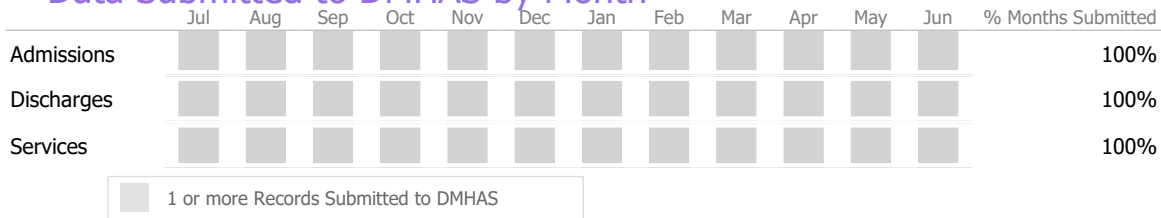
* State Avg based on 1 Active Non-Certified Subacute Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	90	0%
Admits	75	68	10%
Discharges	71	75	-5%
Service Hours	360	430	-16% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

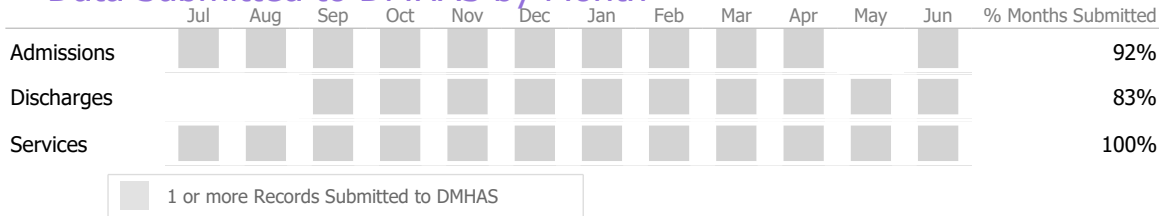
* State Avg based on 16 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	30	17% ▲
Admits	21	8	163% ▲
Discharges	17	15	13% ▲
Service Hours	130	212	-39% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Other Programs

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

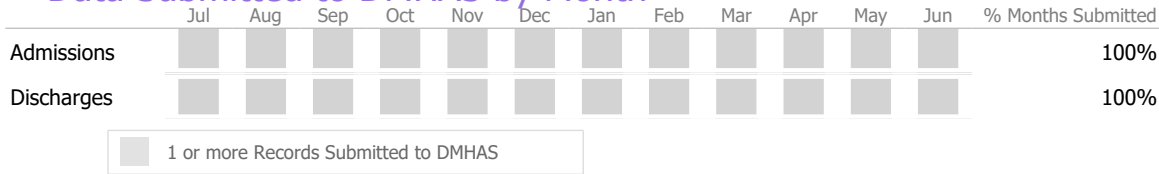
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	319	320	0%
Admits	404	462	-13% ▼
Discharges	398	461	-14% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		312	85%	75%	71%	10%
✓ Community Location Evaluation		321	88%	80%	72%	8%
● Follow-up Service within 48 hours		49	58%	90%	64%	-32% ▼

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.

Peer Support

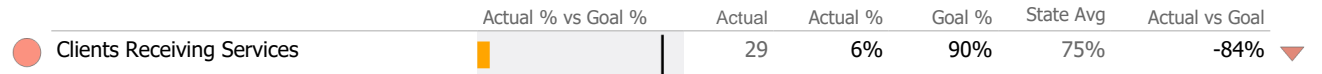
Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

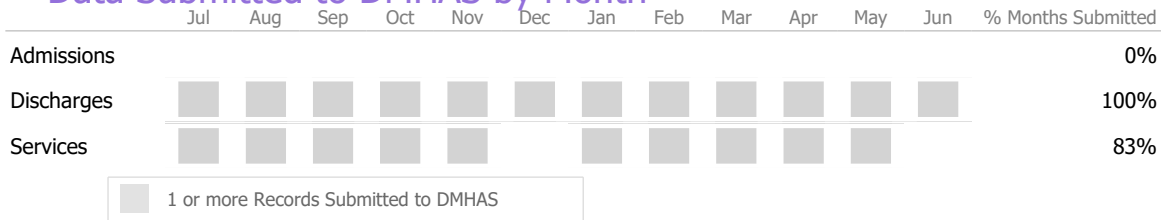
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	520	581	-10% ▼
Admits	-	-	
Discharges	62	61	2%
Service Hours	18	13	41% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	397	425	-7%
Admits	14	32	-56% ▼
Discharges	68	43	58% ▲
Service Hours	3,660	3,329	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	89%	49%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	75%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	28%	50%	41%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		256	64%	60%	62%	4%
Stable Living Situation		373	94%	95%	73%	-1%
Employed		43	11%	30%	26%	-19% ▼

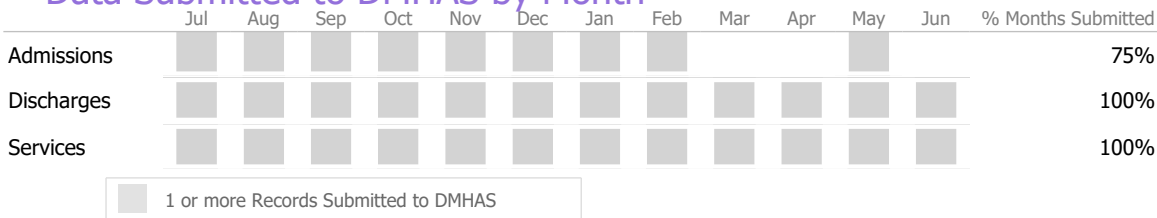
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		329	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	93%	75%	79%	18% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	393	399	-2%
Admits	32	23	39% ▲
Discharges	56	38	47% ▲
Service Hours	3,743	4,537	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	97%	49%
Co-occurring		
MH Screen Complete	92%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	11%	50%	41%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		316	80%	60%	62%	20% ▲
Stable Living Situation		378	96%	95%	73%	1%
Employed		63	16%	30%	26%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		336	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	75%	75%	79%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	109	-10% ▼
Admits	25	26	-4%
Discharges	27	36	-25% ▼
Service Hours	9,202	3,392	171% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	85%
On-Time Periodic		
6 Month Updates	98%	90%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	7%	65%	49%	-58% ▼
No Re-admit within 30 Days of Discharge		27	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	43%	-90% ▼

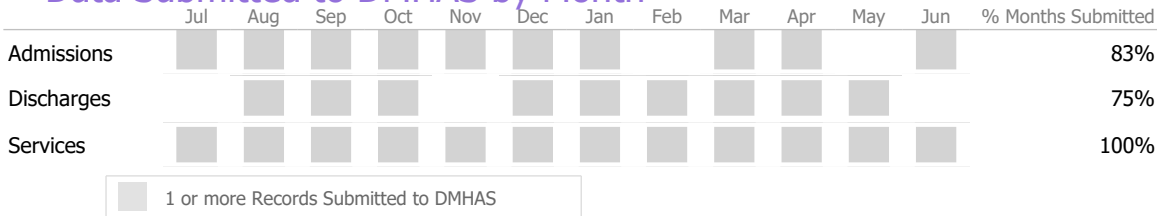
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		87	89%	60%	91%	29% ▲
Social Support		75	77%	60%	80%	17% ▲
Employed		24	24%	15%	19%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		70	99%	90%	99%	9%

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