

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,389	1,232	13% ▲
	Admits	1,194	1,038	15% ▲
	Discharges	1,120	982	14% ▲
	Service Hours	16,279	14,527	12% ▲
	Bed Days	4,237	2,803	51% ▲

▲ > 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	Crisis Services	485	27.5%
	Outpatient	294	16.7%
	Community Support	232	13.2%
	ACT	174	9.9%
	Intake	131	7.4%
	Residential Services	49	2.8%
	Other	2	0.1%
	Forensic MH	Forensics Community-based	396

Client Demographics

Age	#	%	State Avg
18-25	203	15%	10%
26-34	296	22%	22%
35-44	281	20%	23%
45-54	232	17%	18%
55-64	226	16%	18%
65+	134	10%	8%

Gender	#	%	State Avg
Male	812	59%	59%
Female	565	41%	41%
Transgender	11	1%	0%

Race	#	%	State Avg
White/Caucasian	802	67%	61%
Black/African American	180	15%	17%
Other	88	7%	13%
Unknown	65	5%	6%
Multiple Races	43	4%	1%
Am. Indian/Native Alaskan	18	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	112	-6%
Admits	27	43	-37% ▼
Discharges	31	35	-11% ▼
Service Hours	3,677	3,535	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
On-Time Periodic		
6 Month Updates	48%	90%
Co-occurring		
MH Screen Complete	90%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	55%	65%	49%	-10% ▼
No Re-admit within 30 Days of Discharge		28	97%	85%	95%	12% ▲
Follow-up within 30 Days of Discharge		12	71%	90%	43%	-19% ▼

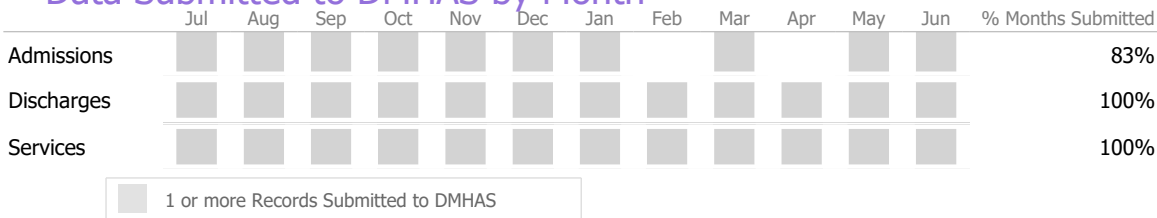
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		91	86%	60%	91%	26% ▲
Social Support		58	55%	60%	80%	-5%
Employed		10	9%	15%	19%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	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

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	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 88%
On-Time Periodic		
6 Month Updates		N/A 49%
Co-occurring		
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	26%	-30% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	84%	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 74 Active Standard Outpatient Programs

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

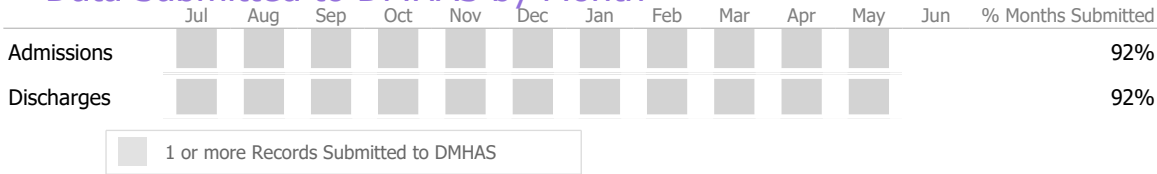
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	94	2%
Admits	110	107	3%
Discharges	92	102	-10%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		47	63%	75%	71%	-12% ▼
✓ Community Location Evaluation		71	95%	80%	72%	15% ▲
● Follow-up Service within 48 hours		1	25%	90%	64%	-65% ▼

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	1	1	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%
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	105	110	-5%
Admits	8	9	-11% ▼
Discharges	9	13	-31% ▼
Service Hours	682	535	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	88%
On-Time Periodic		
6 Month Updates	18%	49%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	44%	50%	41%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	80%	60%	62%	20% ▲
Stable Living Situation		95	90%	95%	73%	-5%
Employed		12	11%	30%	26%	-19% ▼

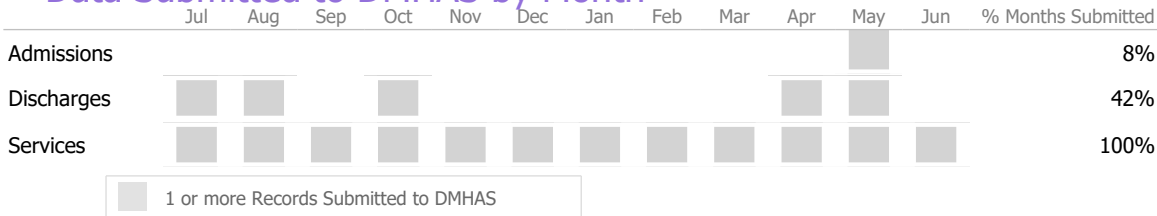
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		92	96%	90%	84%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	38%	75%	79%	-37% ▼

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.

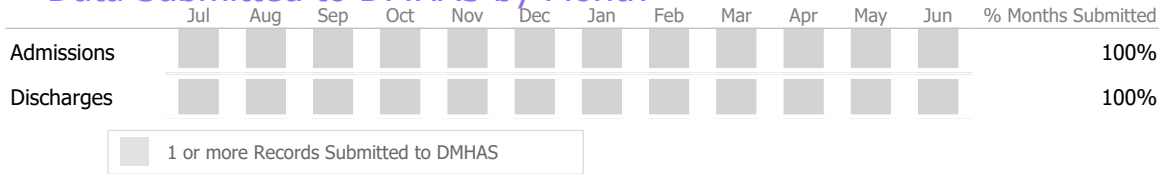
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	407	349	17% ▲
Admits	554	477	16% ▲
Discharges	544	476	14% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		360	66%	75%	71%	-9%
✓ Community Location Evaluation		503	92%	80%	72%	12% ▲
● Follow-up Service within 48 hours		11	39%	90%	64%	-51% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

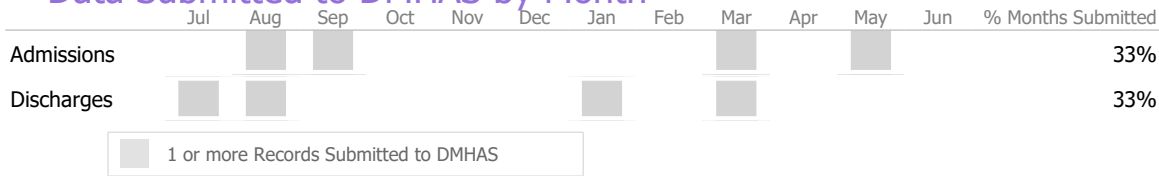
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	4	4	0%
Discharges	4	2	100% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement 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	-	-	

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

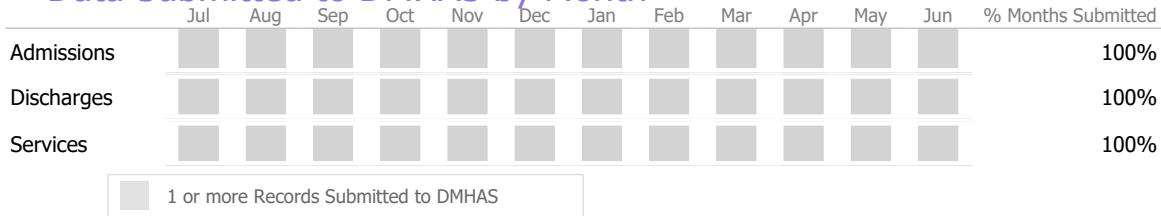
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	131	0%
Admits	131	127	3%
Discharges	129	128	1%
Service Hours	275	284	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

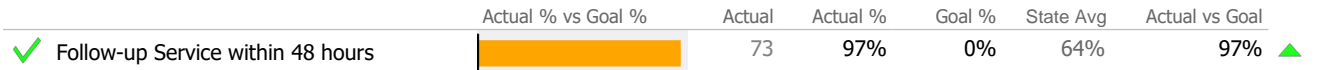
* State Avg based on 16 Active Central Intake Programs

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

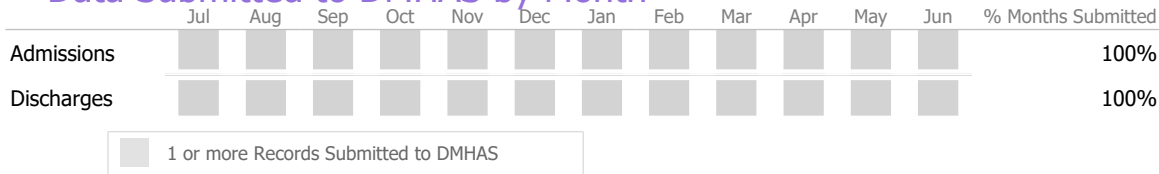
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	336	251	34% ▲
Admits	193	117	65% ▲
Discharges	159	97	64% ▲

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


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	-	-	
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 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	49	0%
Admits	42	42	0%
Discharges	39	42	-7%
Bed Days	4,237	2,803	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	95%	95%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	90%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	72%	95%	72%	-23% ▼
No Re-admit within 30 Days of Discharge		37	95%	85%	95%	10%
Follow-up within 30 Days of Discharge		26	93%	90%	93%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	150 days	0.2	77%	90%	77%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	194	2%
Admits	37	56	-34% ▼
Discharges	41	34	21% ▲
Service Hours	3,757	2,825	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	94%	49%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	56%	50%	41%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		156	79%	60%	62%	19% ▲
✓ Stable Living Situation		191	96%	95%	73%	1%
● Employed		47	24%	30%	26%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		156	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		27	73%	75%	79%	-2%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

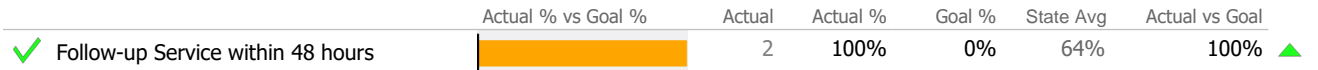
* State Avg based on 74 Active Standard Outpatient Programs

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

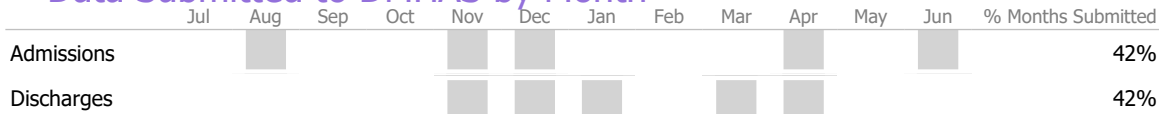
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	31	10%
Admits	6	7	-14% ▼
Discharges	7	3	133% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	232	204	14% ▲
Admits	58	28	107% ▲
Discharges	45	28	61% ▲
Service Hours	4,488	3,873	16% ▲

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	98%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	58%	65%	56%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		221	94%	80%	87%	14% ▲
Social Support		161	69%	60%	80%	9%
Employed		17	7%	20%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		186	98%	90%	98%	8%

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

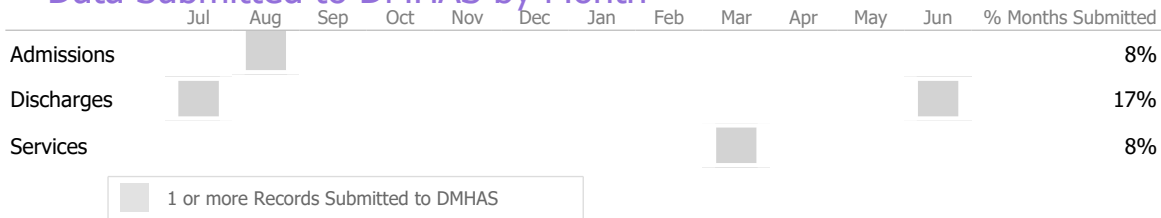
* State Avg based on 38 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	1	4	-75% ▼
Discharges	2	3	-33% ▼
Service Hours	1	-	

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	69	65	6%
Admits	23	17	35% ▲
Discharges	18	19	-5%
Service Hours	3,399	3,475	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	85%
On-Time Periodic		
6 Month Updates	82%	90%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	33%	65%	49%	-32% ▼
No Re-admit within 30 Days of Discharge		18	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	43%	-7%

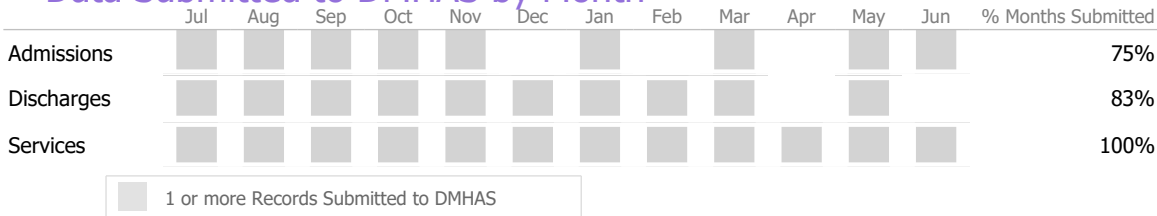
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		57	83%	60%	91%	23% ▲
Employed		15	22%	15%	19%	7%
Social Support		42	61%	60%	80%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	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

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