

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,156	1,042	11% ▲
	Admits	1,295	1,290	0%
	Discharges	1,272	1,307	-3%
	Service Hours	1,864	1,814	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	841	72.8%
	Outpatient	315	27.2%

Consumer Satisfaction Survey

(Based on 105 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		92%	80%	83%
✓ Recovery		90%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	154	14%	10%
26-34	195	17%	21%
35-44	197	17%	24%
45-54	198	18%	18%
55-64	238	21%	18%
65+	149	13%	9%

Gender	#	%	State Avg
Female	619	54%	▲ 41%
Male	535	46%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	615	53%	▼ 67%
Hisp-Puerto Rican	190	16%	10%
Unknown	163	14%	13%
Hispanic-Other	152	13%	9%
Hispanic-Mexican	36	3%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	562	49%	▼ 60%
Other	229	20%	12%
Black/African American	170	15%	18%
Unknown	166	14%	7%
Asian	16	1%	1%
Multiple Races	7	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

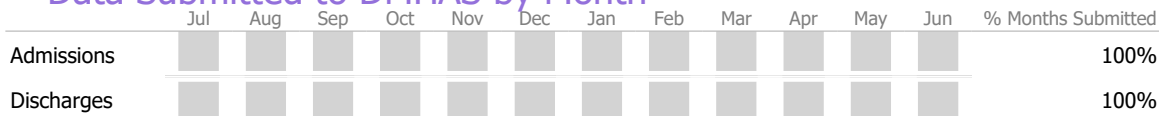
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	132	26% ▲
Admits	194	171	13% ▲
Discharges	192	172	12% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		192	96%	75%	70%	21% ▲
✓ Community Location Evaluation		196	98%	80%	79%	18% ▲
✓ Follow-up Service within 48 hours		88	100%	90%	75%	10%

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 26 Active Mobile Crisis Team Programs

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

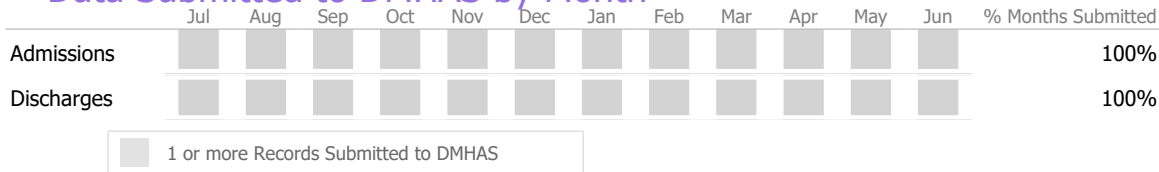
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	142	17% ▲
Admits	245	278	-12% ▼
Discharges	243	276	-12% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		215	98%	75%	70%	23% ▲
✓ Community Location Evaluation		211	96%	80%	79%	16% ▲
✓ Follow-up Service within 48 hours		162	100%	90%	75%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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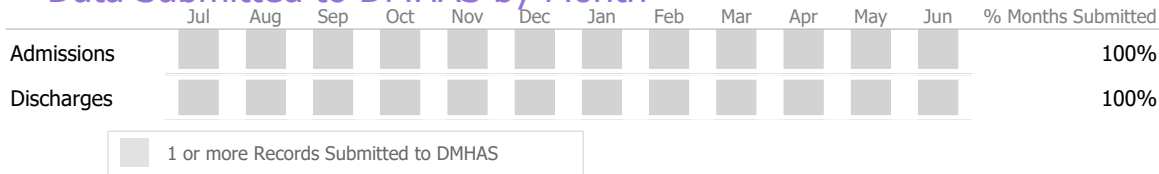
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	172	176	-2%
Admits	227	250	-9%
Discharges	227	250	-9%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		223	97%	75%	70%	22% ▲
✓ Community Location Evaluation		212	93%	80%	79%	13% ▲
✓ Follow-up Service within 48 hours		144	100%	90%	75%	10%

Data Submitted to DMHAS by Month



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█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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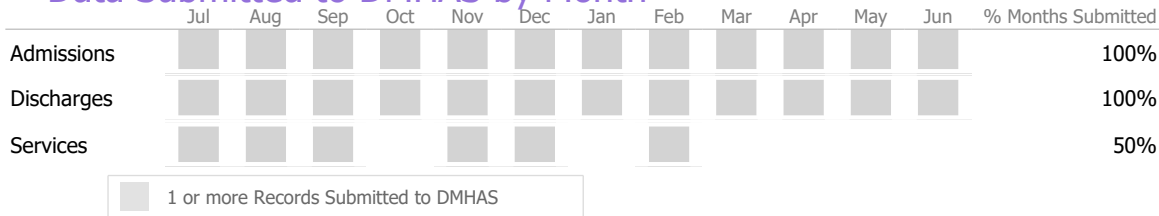
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	188	-8%
Admits	244	317	-23% ▼
Discharges	244	317	-23% ▼
Service Hours	22	62	-64% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		174	94%	75%	70%	19% ▲
✓ Community Location Evaluation		177	96%	80%	79%	16% ▲
● Follow-up Service within 48 hours		58	42%	90%	75%	-48% ▼

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	0	4	▼
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 90%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	28%	-30% ▼
Improved/Maintained Function Score		N/A	N/A	75%	33%	-75% ▼
Social Support		N/A	N/A	60%	66%	-60% ▼
Stable Living Situation		N/A	N/A	95%	78%	-95% ▼

Service Utilization

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

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 72 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	1	5	-80% ▼
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	2	4	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	57%
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%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	66%	40% ▲
✓ Improved/Maintained Function Score		1	100%	75%	33%	25% ▲
✓ Stable Living Situation		1	100%	95%	78%	5%
● Employed		0	0%	30%	28%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	18	0%
Admits	-	-	
Discharges	1	-	
Service Hours	8	11	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	40%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	57%
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		0	0%	50%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	28%	-30% ▼
Improved/Maintained Function Score		3	17%	75%	33%	-58% ▼
Social Support		0	0%	60%	66%	-60% ▼
Stable Living Situation		1	6%	95%	78%	-89% ▼

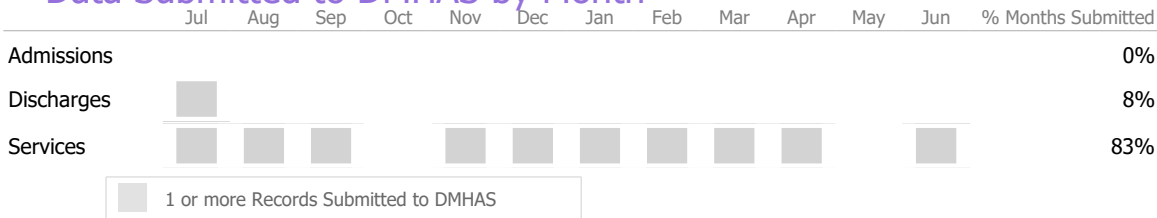
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	18%	90%	90%	-72% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	41	-24% ▼
Admits	6	10	-40% ▼
Discharges	5	16	-69% ▼
Service Hours	199	242	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	57%
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	100%	50%	40%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	97%	95%	78%	2%
● Employed		8	26%	30%	28%	-4%
✓ Improved/Maintained Function Score		20	77%	75%	33%	2%
● Social Support		13	42%	60%	66%	-18% ▼

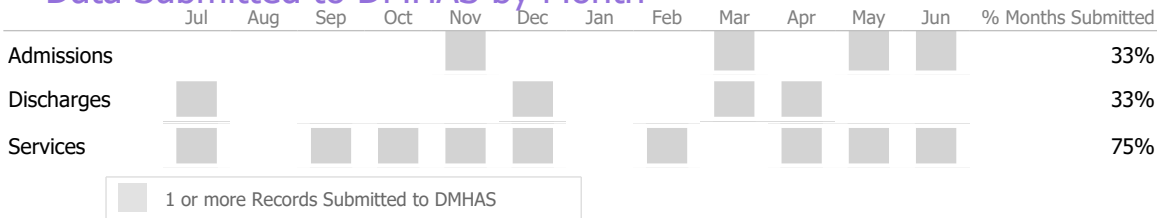
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	96%	90%	90%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	83%	75%	74%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	68	66	3%
Admits	7	7	0%
Discharges	5	4	25% ▲
Service Hours	436	369	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	57%
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		3	60%	50%	40%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		43	62%	60%	66%	2%
● Employed		18	26%	30%	28%	-4%
● Stable Living Situation		54	78%	95%	78%	-17% ▼
● Improved/Maintained Function Score		30	48%	75%	33%	-27% ▼

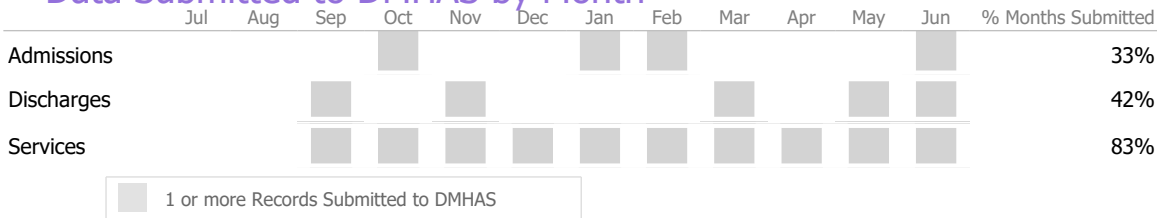
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		50	78%	90%	90%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	57%	75%	74%	-18% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	66	68% ▲
Admits	68	54	26% ▲
Discharges	53	22	141% ▲
Service Hours	586	307	91% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	57%
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		2	4%	50%	40%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		40	35%	30%	28%	5%
Stable Living Situation		103	91%	95%	78%	-4%
Social Support		49	43%	60%	66%	-17% ▼
Improved/Maintained Function Score		22	29%	75%	33%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	97%	90%	90%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		59	88%	75%	74%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■		■			■		■	■	58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	86	126	-32% ▼
Admits	17	17	0%
Discharges	15	58	-74% ▼
Service Hours	612	819	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	61%	57%
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		13	87%	50%	40%	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		78	91%	60%	66%	31% ▲
● Employed		24	28%	30%	28%	-2%
● Stable Living Situation		78	91%	95%	78%	-4%
● Improved/Maintained Function Score		0	0%	75%	33%	-75% ▼

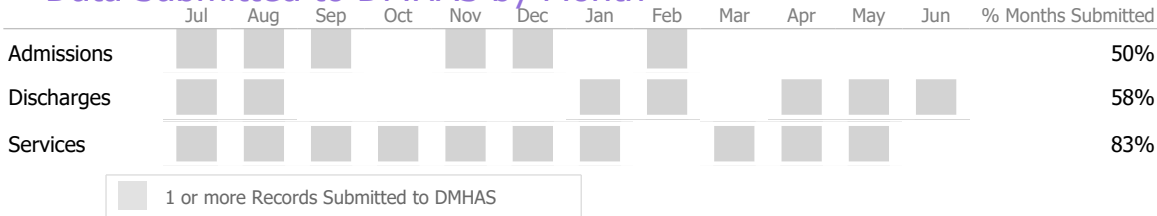
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		67	93%	90%	90%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	76%	75%	74%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization



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 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	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	22%	-20% ▼
Social Support		N/A	N/A	60%	74%	-60% ▼
Stable Living Situation		N/A	N/A	80%	79%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	89%	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 31 Active Standard Case Management Programs

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

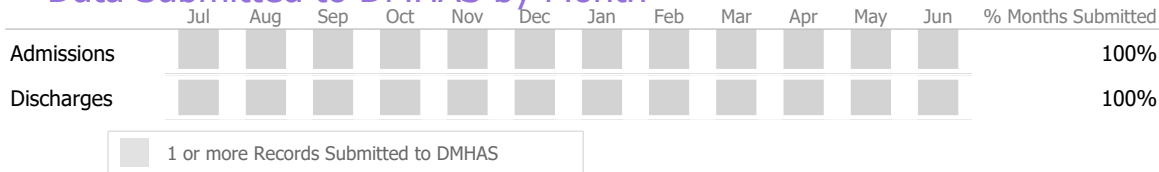
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	234	154	52% ▲
Admits	287	186	54% ▲
Discharges	287	184	56% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		281	99%	75%	70%	24% ▲
✓ Community Location Evaluation		248	88%	80%	79%	8%
✓ Follow-up Service within 48 hours		28	97%	90%	75%	7%

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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