

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |   |
|---------------|----------------|--------|----------|------------|---|
|               | Unique Clients | 575    | 477      | 21%        | ▲ |
|               | Admits         | 428    | 261      | 64%        | ▲ |
|               | Discharges     | 426    | 262      | 63%        | ▲ |
|               | Service Hours  | 1,186  | 2,088    | -43%       | ▼ |

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

### Clients by Level of Care

| Program Type         | Level of Care Type | #   | %     |
|----------------------|--------------------|-----|-------|
| <b>Mental Health</b> | Outpatient         | 308 | 53.3% |
|                      | Crisis Services    | 270 | 46.7% |

### Consumer Satisfaction Survey

(Based on 136 FY17 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness |                      | 99%         | 80%    | 93%       |
| ✓ General Satisfaction        |                      | 99%         | 80%    | 92%       |
| ✓ Overall                     |                      | 99%         | 80%    | 91%       |
| ✓ Participation in Treatment  |                      | 97%         | 80%    | 92%       |
| ✓ Access                      |                      | 96%         | 80%    | 88%       |
| ✓ Respect                     |                      | 96%         | 80%    | 91%       |
| ✓ Outcome                     |                      | 87%         | 80%    | 83%       |
| ● Recovery                    |                      | 71%         | 80%    | 79%       |

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 57  | 10% | 11%       |
| 26-34 | 77  | 14% | 22%       |
| 35-44 | 101 | 18% | 19%       |
| 45-54 | 136 | 24% | 22%       |
| 55-64 | 150 | 27% | 19%       |
| 65+   | 45  | 8%  | 6%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 319 | 55% | ▲ 41%     |
| Male        | 256 | 45% | ▼ 58%     |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 251 | 44% | ▼ 74%     |
| Hisp-Puerto Rican | 173 | 30% | ▲ 13%     |
| Hispanic-Other    | 126 | 22% | ▲ 7%      |
| Hispanic-Mexican  | 14  | 2%  | 1%        |
| Unknown           | 8   | 1%  | 6%        |
| Hispanic-Cuban    | 3   | 1%  | 0%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 285 | 50% | ▼ 65%     |
| Other                           | 222 | 39% | ▲ 13%     |
| Black/African American          | 48  | 8%  | 16%       |
| Unknown                         | 13  | 2%  | 3%        |
| Am. Indian/Native Alaskan       | 3   | 1%  | 1%        |
| Multiple Races                  | 2   | 0%  | 1%        |
| Asian                           | 1   | 0%  | 1%        |
| Hawaiian/Other Pacific Islander | 1   | 0%  | 0%        |

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 62     | 60       | 3%         |
| Admits         | 81     | 61       | 33% ▲      |
| Discharges     | 81     | 60       | 35% ▲      |

### Crisis

|  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request |                    | 81     | 100%     | 75%    | 69%       | 25% ▲          |
| ✓ Community Location Evaluation          |                    | 70     | 86%      | 80%    | 77%       | 6%             |
| ✓ Follow-up Service within 48 hours      |                    | 43     | 100%     | 90%    | 58%       | 10%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 59     | 37       | 59% ▲      |
| Admits         | 74     | 42       | 76% ▲      |
| Discharges     | 76     | 42       | 81% ▲      |

### Crisis

|  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request |                    | 70     | 95%      | 75%    | 69%       | 20% ▲          |
| ✓ Community Location Evaluation          |                    | 64     | 86%      | 80%    | 77%       | 6%             |
| ✓ Follow-up Service within 48 hours      |                    | 51     | 100%     | 90%    | 58%       | 10%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 68     | 50       | 36% ▲      |
| Admits         | 86     | 66       | 30% ▲      |
| Discharges     | 86     | 67       | 28% ▲      |

### Crisis

|  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request |                    | 96     | 98%      | 75%    | 69%       | 23% ▲          |
| ● Community Location Evaluation          |                    | 74     | 76%      | 80%    | 77%       | -4%            |
| ✓ Follow-up Service within 48 hours      |                    | 58     | 97%      | 90%    | 58%       | 7%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 45     |          |            |
| Admits         | 74     | -        |            |
| Discharges     | 73     | -        |            |
| Service Hours  | 15     | -        |            |

### Crisis

|  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request |                    | 28     | 100%     | 75%    | 69%       | 25% ▲          |
| ● Community Location Evaluation          |                    | 12     | 43%      | 80%    | 77%       | -37% ▼         |
| ● Follow-up Service within 48 hours      |                    | 11     | 65%      | 90%    | 58%       | -25% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % 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 25 Active Mobile Crisis Team Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14     | 9        | 56% ▲      |
| Admits         | 2      | -        |            |
| Discharges     | 1      | -        |            |
| Service Hours  | 114    | 64       | 80% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 91%    | 93%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 90%    | 70%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 50%    | 84%       |
| SA Screen Complete     | 50%    | 81%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score | 100%   | 88%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 1      | 100%     | 50%    | 40%       | 50% ▲          |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 13     | 93%      | 60%    | 67%       | 33% ▲          |
| ✓ Employed                             |                    | 7      | 50%      | 30%    | 21%       | 20% ▲          |
| ● Stable Living Situation              |                    | 13     | 93%      | 95%    | 83%       | -2%            |
| ● Improved/Maintained Axis V GAF Score |                    | 7      | 64%      | 75%    | 43%       | -11% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 12     | 92%      | 90%    | 78%       | 2%             |

### Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days |                    | 2      | 100%     | 75%    | 67%       | 25% ▲          |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 67%                |
| Discharges |     |     |     | 33%                |
| Services   |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30     | 26       | 15% ▲      |
| Admits         | 8      | 2        | 300% ▲     |
| Discharges     | 4      | 4        | 0%         |
| Service Hours  | 118    | 72       | 62% ▲      |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 100%   | 93%       |
| On-Time Periodic 6 Month Updates | 87%    | 70%       |
| Cooccurring MH Screen Complete   | 100%   | 84%       |
| SA Screen Complete               | 100%   | 81%       |
| Diagnosis Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score           | 100%   | 88%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 3      | 75%      | 50%    | 40%       | 25% ▲          |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 29     | 97%      | 60%    | 67%       | 37% ▲          |
| Stable Living Situation              |                    | 29     | 97%      | 95%    | 83%       | 2%             |
| Employed                             |                    | 5      | 17%      | 30%    | 21%       | -13% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 15     | 79%      | 75%    | 43%       | 4%             |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 24     | 92%      | 90%    | 78%       | 2%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 5      | 63%      | 75%    | 67%       | -13% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 67%                |
| Services   |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

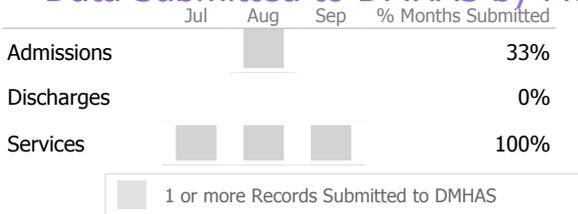
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16     | 22       | -27% ▼     |
| Admits         | 1      | 1        | 0%         |
| Discharges     | -      | 2        | -100% ▼    |
| Service Hours  | 180    | 130      | 38% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 92%    | 93%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 70%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 84%       |
| SA Screen Complete     | 100%   | 81%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 81%    | 96%       |
| Valid Axis V GAF Score | 100%   | 88%       |

### Data Submitted to DMHAS by Month



### Discharge Outcomes

| Measure                          | 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 |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score |                    | 14     | 100%     | 75%    | 43%       | 25% ▲          |
| Stable Living Situation              |                    | 16     | 100%     | 95%    | 83%       | 5%             |
| Social Support                       |                    | 10     | 62%      | 60%    | 67%       | 2%             |
| Employed                             |                    | 4      | 25%      | 30%    | 21%       | -5%            |

### Service Utilization

| Measure                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 14     | 88%      | 90%    | 78%       | -2%            |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 0      | 0%       | 75%    | 67%       | -75% ▼         |

▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 44     | 36       | 22% ▲      |
| Admits         | 14     | 8        | 75% ▲      |
| Discharges     | 11     | 6        | 83% ▲      |
| Service Hours  | 185    | 176      | 5%         |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 100%   | 93%       |
| On-Time Periodic 6 Month Updates | 90%    | 70%       |
| Cooccurring MH Screen Complete   | 100%   | 84%       |
| SA Screen Complete               | 100%   | 81%       |
| Diagnosis Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score           | 100%   | 88%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 8      | 73%      | 50%    | 40%       | 23% ▲          |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 36     | 82%      | 60%    | 67%       | 22% ▲          |
| Employed                             |                    | 16     | 36%      | 30%    | 21%       | 6%             |
| Stable Living Situation              |                    | 42     | 95%      | 95%    | 83%       | 0%             |
| Improved/Maintained Axis V GAF Score |                    | 30     | 97%      | 75%    | 43%       | 22% ▲          |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 34     | 97%      | 90%    | 78%       | 7%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 12     | 86%      | 75%    | 67%       | 11% ▲          |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % 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 93 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 72     | 39       | 85% ▲      |
| Admits         | 12     | 4        | 200% ▲     |
| Discharges     | 4      | 3        | 33% ▲      |
| Service Hours  | 200    | 3        |            |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 93%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 98%    | 70%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 75%    | 84%       |
| SA Screen Complete     | 67%    | 81%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score | 100%   | 88%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 3      | 75%      | 50%    | 40%       | 25% ▲          |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 51     | 71%      | 60%    | 67%       | 11% ▲          |
| Stable Living Situation              |                    | 70     | 97%      | 95%    | 83%       | 2%             |
| Employed                             |                    | 16     | 22%      | 30%    | 21%       | -8%            |
| Improved/Maintained Axis V GAF Score |                    | 14     | 29%      | 75%    | 43%       | -46% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 65     | 96%      | 90%    | 78%       | 6%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 7      | 58%      | 75%    | 67%       | -17% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % 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 93 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 44     | 53       | -17% ▼     |
| Admits         | -      | -        |            |
| Discharges     | 11     | 3        | 267% ▲     |
| Service Hours  | 56     | 153      | -63% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 93%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 97%    | 70%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | N/A    | 84%       |
| SA Screen Complete     | N/A    | 81%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score | 100%   | 88%       |

### 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 |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score |                    | 38     | 88%      | 75%    | 43%       | 13% ▲          |
| Social Support                       |                    | 29     | 66%      | 60%    | 67%       | 6%             |
| Stable Living Situation              |                    | 44     | 100%     | 95%    | 83%       | 5%             |
| Employed                             |                    | 12     | 27%      | 30%    | 21%       | -3%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 27     | 82%      | 90%    | 78%       | -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%    | 67%       | -75% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 0%                 |
| Discharges |     |     |     | 67%                |
| Services   |     |     |     | 67%                |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 88     | 85       | 4%         |
| Admits         | 10     | 16       | -38% ▼     |
| Discharges     | 13     | 16       | -19% ▼     |
| Service Hours  | 251    | 291      | -14% ▼     |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 100%   | 93%       |
| On-Time Periodic 6 Month Updates | 98%    | 70%       |
| Cooccurring MH Screen Complete   | 100%   | 84%       |
| SA Screen Complete               | 100%   | 81%       |
| Diagnosis Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score           | 100%   | 88%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 4      | 31%      | 50%    | 40%       | -19% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 87     | 99%      | 60%    | 67%       | 39% ▲          |
| Stable Living Situation              |                    | 83     | 94%      | 95%    | 83%       | -1%            |
| Employed                             |                    | 18     | 20%      | 30%    | 21%       | -10%           |
| Improved/Maintained Axis V GAF Score |                    | 13     | 19%      | 75%    | 43%       | -56% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 68     | 91%      | 90%    | 78%       | 1%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 9      | 90%      | 75%    | 67%       | 15% ▲          |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 67%                |
| Services   |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

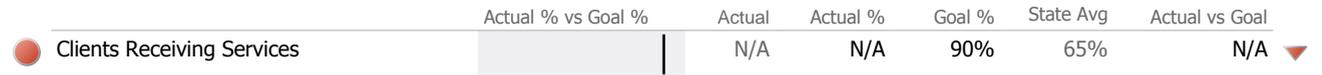
Actual | Goal Goal Met Below Goal

\* State Avg based on 93 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 | % 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 36 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 0      |          |            |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | -      | -        |            |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | N/A    | N/A       |
| SA Screen Complete | N/A    | N/A       |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % 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 Integrated Primary Care 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    | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | N/A    | 70%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | N/A    | N/A      | 50%    | 79%       | N/A            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed                          |                    | N/A    | N/A      | 20%    | 8%        | -20% ▼         |
| Social Support                    |                    | N/A    | N/A      | 60%    | 68%       | -60% ▼         |
| Stable Living Situation           |                    | N/A    | N/A      | 80%    | 81%       | -80% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | N/A    | N/A      | 90%    | 58%       | N/A ▼          |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % 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 29 Active Standard Case Management Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 61     | 40       | 53% ▲      |
| Admits         | 66     | 50       | 32% ▲      |
| Discharges     | 65     | 49       | 33% ▲      |

### Crisis

|  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request |                    | 47     | 92%      | 75%    | 69%       | 17% ▲          |
| ✓ Community Location Evaluation          |                    | 45     | 88%      | 80%    | 77%       | 8%             |
| ✓ Follow-up Service within 48 hours      |                    | 37     | 92%      | 90%    | 58%       | 2%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs