

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,199	1,227	-2%
	Admits	1,150	1,134	1%
	Discharges	1,178	1,173	0%
	Service Hours	24,378	25,867	-6%
	Bed Days	4,916	4,536	8%

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

Consumer Satisfaction Survey (Based on 354 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		74%	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	342	21.4%
	Outpatient	305	19.1%
	Community Support	213	13.3%
	ACT	184	11.5%
	Intake	115	7.2%
	Residential Services	94	5.9%
	Other	13	0.8%
	Employment Services	8	0.5%
Forensic MH	Forensics Community-based	326	20.4%

Client Demographics

Age	#	%	State Avg
18-25	203	17%	12%
26-34	221	19%	24%
35-44	208	18%	21%
45-54	247	21%	20%
55-64	203	17%	17%
65+	95	8%	6%

Gender	#	%	State Avg
Male	731	61%	60%
Female	465	39%	40%
Transgender	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	900	75%	70%
Unknown	176	15%	10%
Hispanic-Other	72	6%	7%
Hisp-Puerto Rican	49	4%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	760	68%	63%
Black/African American	175	16%	17%
Other	79	7%	13%
Unknown	53	5%	5%
Multiple Races	25	2%	1%
Am. Indian/Native Alaskan	11	1%	1%
Asian	11	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	110	117	-6%
Admits	42	50	-16% ▼
Discharges	51	51	0%
Service Hours	6,244	7,486	-17% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		29	57%	65%	60%	-8%
✓ No Re-admit within 30 Days of Discharge		46	94%	85%	86%	9%
● Follow-up within 30 Days of Discharge		25	86%	90%	49%	-4%

Data Submission Quality

	Actual	State Avg
✓ Data Entry	95%	88%
✓ Valid NOMS Data		88%
On-Time Periodic	100%	86%
✓ 6 Month Updates		86%
Cooccurring	100%	46%
✓ MH Screen Complete		46%
✓ SA Screen Complete		49%
Diagnosis	99%	98%
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		89%

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Stable Living Situation		98	87%	60%	91%	27% ▲
✓ Social Support		77	68%	60%	79%	8%
● Employed		12	11%	15%	15%	-4%
● Improved/Maintained Axis V GAF Score		77	78%	85%	59%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	100%	90%	100%	10%

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 23 Active Assertive Community Treatment 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	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	60%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	67%
SA Screen Complete	N/A	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	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% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	88%	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 94 Active Standard Outpatient Programs

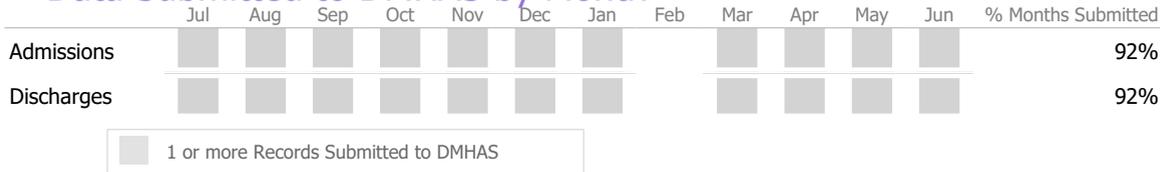
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	68	-22% ▼
Admits	64	84	-24% ▼
Discharges	64	84	-24% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		88	79%	75%	69%	4%
✓ Community Location Evaluation		112	100%	80%	92%	20% ▲
● Follow-up Service within 48 hours		2	25%	90%	88%	-65% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

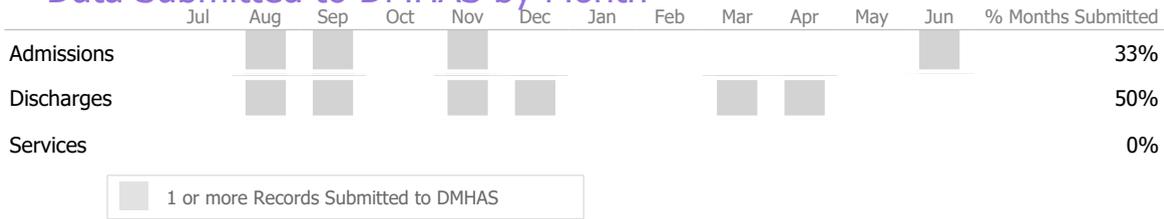
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	7	29% ▲
Admits	6	5	20% ▲
Discharges	6	5	20% ▲
Service Hours	-	-	

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

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 1 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	219	-23% ▼
Admits	18	17	6%
Discharges	54	70	-23% ▼
Service Hours	1,313	1,413	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	67%
SA Screen Complete	N/A	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		41	76%	50%	51%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		108	64%	60%	68%	4%
● Stable Living Situation		155	91%	95%	85%	-4%
● Employed		24	14%	30%	26%	-16% ▼
● Improved/Maintained Axis V GAF Score		95	57%	75%	54%	-18% ▼

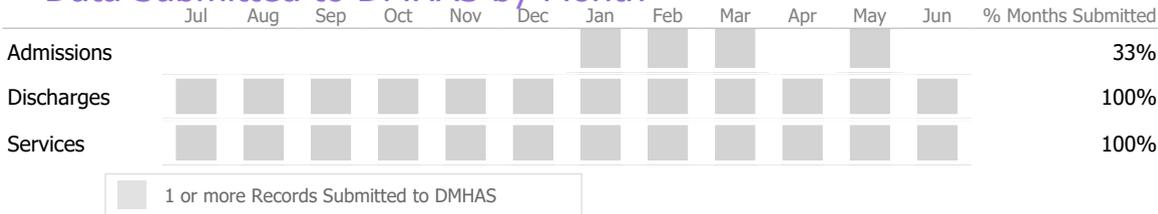
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		116	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		5	31%	75%	74%	-44% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

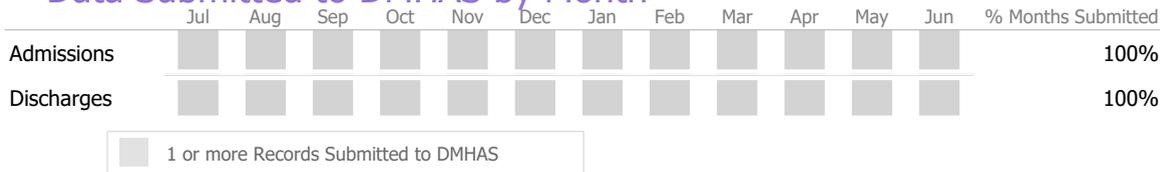
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	279	10% ▲
Admits	456	391	17% ▲
Discharges	456	390	17% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		667	77%	75%	69%	2%
✓ Community Location Evaluation		857	98%	80%	92%	18% ▲
● Follow-up Service within 48 hours		58	41%	90%	88%	-49% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	15	-47% ▼
Admits	-	-	
Discharges	8	7	14% ▲
Service Hours	19	135	-86% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		3	38%	35%	42%	3%

Service Utilization

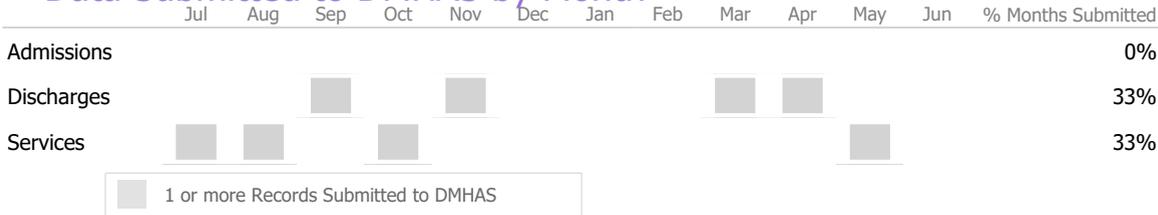
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	97%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		95%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	4	1	300% ▲
Discharges	2	1	100% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement Programs

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

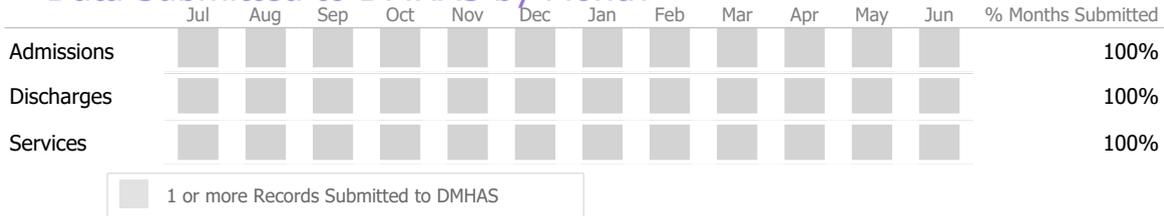
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	147	-22% ▼
Admits	116	153	-24% ▼
Discharges	115	151	-24% ▼
Service Hours	243	315	-23% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

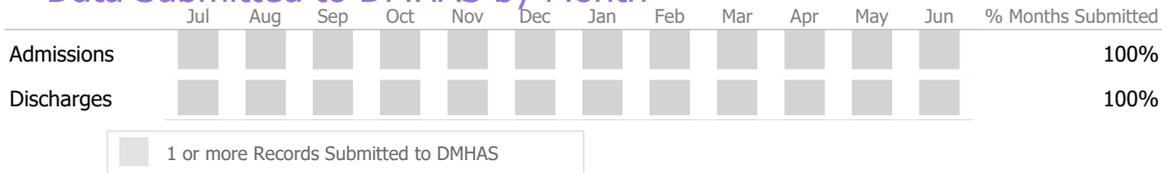
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	199	22% ▲
Admits	177	146	21% ▲
Discharges	146	136	7%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		21	1%	0%	4%	1%

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	2	5	-60% ▼
Admits	-	4	-100% ▼
Discharges	-	3	-100% ▼
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 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	111	-15% ▼
Admits	99	110	-10%
Discharges	98	109	-10%
Bed Days	4,916	4,536	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		79	81%	95%	82%	-14% ▼
✓ No Re-admit within 30 Days of Discharge		86	88%	85%	88%	3%
✓ Follow-up within 30 Days of Discharge		77	97%	90%	98%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	13%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	98%	98%
✓ SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
✓ Valid Axis V GAF Score	95%	90%

Recovery

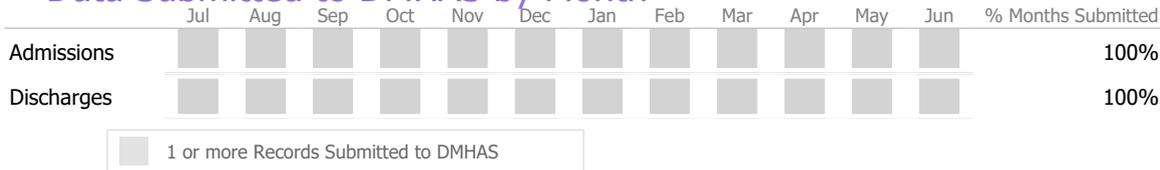
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		62	63%	95%	62%	-32% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	85 days	0.1	90%	90%	90%	0%

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 2 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	173	-2%
Admits	67	69	-3%
Discharges	59	58	2%
Service Hours	2,609	2,731	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	97%
Valid Axis V GAF Score	93%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	66%	50%	51%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		136	74%	60%	68%	14% ▲
Stable Living Situation		171	93%	95%	85%	-2%
Employed		39	21%	30%	26%	-9%
Improved/Maintained Axis V GAF Score		77	48%	75%	54%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		125	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		49	74%	75%	74%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	57	-5%
Admits	27	31	-13% ▼
Discharges	27	30	-10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		1	0%	0%	4%	0%

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	213	220	-3%
Admits	40	43	-7%
Discharges	49	47	4%
Service Hours	6,611	6,977	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
On-Time Periodic 6 Month Updates	26%	86%
Cooccurring MH Screen Complete	100%	51%
SA Screen Complete	100%	51%
Diagnosis Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	97%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	61%	65%	68%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		198	93%	80%	91%	13% ▲
Social Support		140	65%	60%	83%	5%
Improved/Maintained Axis V GAF Score		134	67%	65%	65%	2%
Employed		20	9%	20%	13%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		162	98%	90%	99%	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 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	7	57% ▲
Admits	10	5	100% ▲
Discharges	11	6	83% ▲
Service Hours	1	1	33% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	80	-4%
Admits	24	25	-4%
Discharges	32	25	28% ▲
Service Hours	7,339	6,810	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	53%	65%	60%	-12% ▼
✓ No Re-admit within 30 Days of Discharge		29	91%	85%	86%	6%
● Follow-up within 30 Days of Discharge		11	65%	90%	49%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	46%
✓ SA Screen Complete	100%	49%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	99%	89%

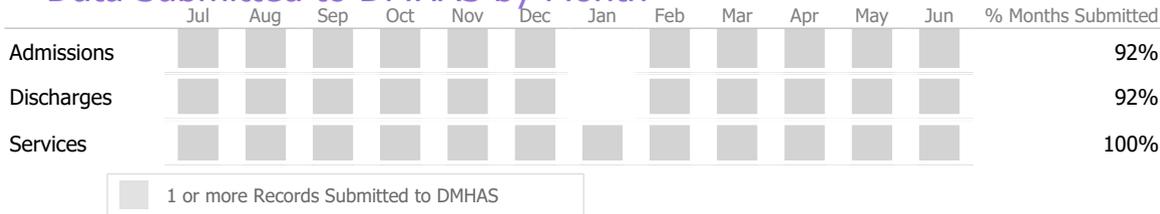
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		70	88%	60%	91%	28% ▲
✓ Social Support		52	65%	60%	79%	5%
✓ Employed		13	16%	15%	15%	1%
● Improved/Maintained Axis V GAF Score		53	78%	85%	59%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	100%	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