

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	311	298	4%
	Admits	67	37	81%
	Discharges	38	52	-27%
	Service Hours	2,009	1,911	5%

&gt; 10% Over 1 Yr Ago    &gt; 10% Under 1Yr Ago

## Consumer Satisfaction Survey

(Based on 115 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% vs 80%	100%	80%	93%
✓ Participation in Treatment	100% vs 80%	100%	80%	92%
✓ Overall	100% vs 80%	100%	80%	91%
✓ General Satisfaction	99% vs 80%	99%	80%	92%
✓ Access	99% vs 80%	99%	80%	88%
✓ Respect	97% vs 80%	97%	80%	91%
✓ Recovery	96% vs 80%	96%	80%	79%
✓ Outcome	94% vs 80%	94%	80%	83%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Outpatient	311	100.0%
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Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

Age	#	%	State Avg
18-25	36	12%	10%
26-34	38	12%	22%
35-44	53	17%	23%
45-54	52	17%	19%
55-64	71	23%	19%
65+	61	20%	8%

Gender	#	%	State Avg
Female	162	52%	42%
Male	148	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	280	90%	69%
Hispanic-Other	22	7%	8%
Unknown	5	2%	11%
Hisp-Puerto Rican	3	1%	12%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban		0%	

Race	#	%	State Avg
White/Caucasian	180	58%	62%
Black/African American	78	25%	17%
Other	36	12%	13%
Asian	11	4%	1%
Unknown	4	1%	6%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg &gt; 10% Over State Avg &gt; 10% Under State Avg

## Outpatient Services 917-210

Yale University-Behavioral Health

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

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### Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
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		12	32%	50%	34%	-18% <span>▼</span>

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		294	94%	60%	62%	34% <span>▲</span>
✓ Stable Living Situation		311	100%	95%	74%	5% <span>▲</span>
✓ Employed		105	34%	30%	23%	4% <span>▲</span>

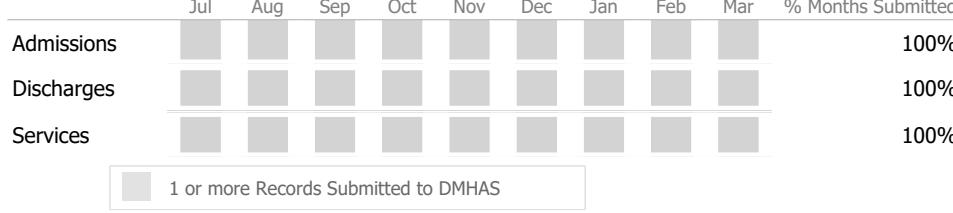
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		275	100%	90%	84%	10% <span>▲</span>

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		59	88%	75%	76%	13% <span>▲</span>

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

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