

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	317	278	14%	▲
	Admits	85	42	102%	▲
	Discharges	48	49	-2%	
	Service Hours	1,716	1,772	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	317	100.0%

Consumer Satisfaction Survey

(Based on 96 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Outcome		80%	80%	83%
✓ Recovery		80%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	23	7%	9%
26-34	48	15%	20%
35-44	50	16%	25%
45-54	54	17%	18%
55-64	71	22%	19%
65+	70	22%	▲ 10%

Gender	#	%	State Avg
Female	163	51%	▲ 40%
Male	154	49%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	270	85%	▲ 64%
Hispanic-Other	36	11%	10%
Unknown	6	2%	▼ 14%
Hisp-Puerto Rican	3	1%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	159	50%	59%
Black/African American	90	28%	▲ 17%
Other	45	14%	12%
Multiple Races	11	3%	1%
Asian	9	3%	1%
Unknown	3	1%	9%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

Outpatient Services

Yale University-Behavioral Health

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	54%
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		22	46%	50%	42%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		302	95%	60%	65%	35% ▲
Stable Living Situation		311	97%	95%	74%	2%
Employed		90	28%	30%	26%	-2%
Improved/Maintained Function Score		223	83%	75%	46%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		271	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		76	89%	75%	66%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 77 Active Standard Outpatient Programs

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