

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 342 | 293 | 17% ▲ |
| | Admits | 113 | 57 | 98% ▲ |
| | Discharges | 79 | 60 | 32% ▲ |
| | Service Hours | 2,327 | 2,378 | -2% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | Outpatient | 342 | 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 | 24 | 7% | 9% |
| 26-34 | 52 | 15% | 20% |
| 35-44 | 55 | 16% | 25% |
| 45-54 | 60 | 18% | 18% |
| 55-64 | 75 | 22% | 18% |
| 65+ | 75 | 22% ▲ | 9% |

| Gender | # | % | State Avg |
|-------------|-----|-------|-----------|
| Female | 181 | 53% ▲ | 40% |
| Male | 161 | 47% ▼ | 60% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-------|-----------|
| Non-Hispanic | 294 | 86% ▲ | 64% |
| Hispanic-Other | 36 | 11% | 11% |
| Unknown | 6 | 2% ▼ | 15% |
| Hisp-Puerto Rican | 4 | 1% | 10% |
| Hispanic-Cuban | 1 | 0% | 0% |
| Hispanic-Mexican | 1 | 0% | 1% |

| Race | # | % | State Avg |
|---------------------------------|-----|-------|-----------|
| White/Caucasian | 170 | 50% | 58% |
| Black/African American | 102 | 30% ▲ | 17% |
| Other | 46 | 13% | 12% |
| Multiple Races | 12 | 4% | 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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

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|----------------|--------|----------|------------|
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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 | | 37 | 47% | 50% | 45% | -3% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 324 | 93% | 60% | 66% | 33% ▲ |
| Stable Living Situation | | 339 | 98% | 95% | 75% | 3% |
| Employed | | 103 | 30% | 30% | 27% | 0% |
| Improved/Maintained Function Score | | 250 | 83% | 75% | 49% | 8% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 268 | 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 | | 101 | 89% | 75% | 68% | 14% ▲ |

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 79 Active Standard Outpatient Programs

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