Yale University-Behavioral Health
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	304	285	7%
	Admits	37	53	-30% ▼
	Discharges	46	27	70% ▲
	Service Hours	878	1,075	-18% ▼

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

Consumer Satisfaction Survey (Based on 98 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		87%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	304	100.0%

Client Demographics

Age	#	%	State Avg
18-25	23	8%	8%
26-34	43	14%	19%
35-44	41	14% ▼	25%
45-54	47	16%	18%
55-64	70	23%	19%
65+	79	26% ▲	11%

Gender	#	%	State Avg
Female	159	52% ▲	41%
Male	145	48% ▼	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	266	88% ▲	64%
Hispanic-Other	27	9%	11%
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	157	52%	58%
Black/African American	89	29% ▲	18%
Other	37	12%	12%
Multiple Races	12	4%	1%
Asian	5	2%	1%
Unknown	4	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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	304	285	7%	
Admits	37	53	-30%	▼
Discharges	46	27	70%	▲
Service Hours	878	1,075	-18%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	47%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	21	46%	50%	45%	-4%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	292	96%	60%	60%	36%	▲
✓ Stable Living Situation	299	98%	95%	72%	3%	
✓ Improved/Maintained Function Score	223	81%	75%	43%	6%	
● Employed	86	28%	30%	24%	-2%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	255	96%	90%	76%	6%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	30	81%	75%	81%	6%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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