Yale University-Behavioral Health
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025   (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	325	317	3%	
	Admits	58	85	-32%	▼
	Discharges	75	48	56%	▲
	Service Hours	1,364	1,717	-21%	▼

▲ > 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%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		325	100.0%

Client Demographics

Age

	#	%		State Avg
18-25	26	8%		8%
26-34	45	14%		19%
35-44	44	14%	▼	25%
45-54	55	17%		18%
55-64	73	23%		18%
65+	81	25%	▲	11%

Gender

	#	%		State Avg
Female	167	51%	▲	40%
Male	158	49%		59%
Transgender/Other				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	284	87%	▲	64%
Hispanic-Other	30	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	167	51%		58%
Black/African American	96	30%	▲	17%
Other	40	12%		12%
Multiple Races	13	4%		1%
Asian	5	2%		1%
Unknown	4	1%		9%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ 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
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	325	317	3%	
Admits	58	85	-32%	▼
Discharges	75	48	56%	▲
Service Hours	1,364	1,717	-21%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	47%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		37	49%	50%	44%	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		297	91%	60%	61%	31%	▲
✔ Improved/Maintained Function Score		272	92%	75%	47%	17%	▲
✔ Stable Living Situation		320	98%	95%	74%	3%	
🔴 Employed		95	29%	30%	26%	-1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		251	100%	90%	86%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		51	88%	75%	79%	13%	▲

Data Submitted to DMHAS for 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
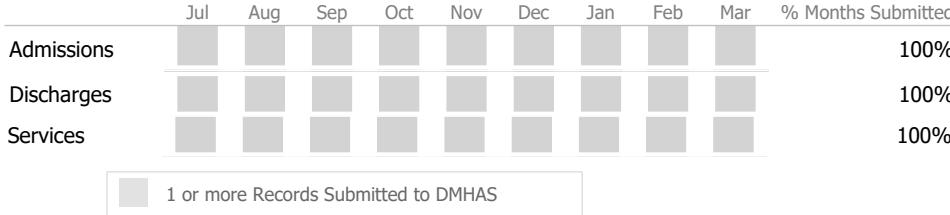
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 79 Active Standard Outpatient Programs