

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	278	295	-6%
	Admits	42	34	24% ▲
	Discharges	49	48	2%
	Service Hours	1,771	1,880	-6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	278	100.0%

Consumer Satisfaction Survey

(Based on 112 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		99%	80%	83%
✓ Recovery		98%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	26	9%	10%
26-34	41	15%	20%
35-44	42	15%	24%
45-54	47	17%	18%
55-64	58	21%	19%
65+	64	23% ▲	9%

Gender	#	%	State Avg
Male	140	50%	59%
Female	138	50%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	248	89% ▲	68%
Hispanic-Other	24	9%	9%
Unknown	5	2%	12%
Hisp-Puerto Rican	1	0% ▼	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	146	53%	61%
Black/African American	84	30% ▲	17%
Other	34	12%	13%
Asian	8	3%	1%
Multiple Races	3	1%	1%
Unknown	3	1%	7%
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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	278	295	-6%
Admits	42	34	24% ▲
Discharges	49	48	2%
Service Hours	1,771	1,880	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	49%
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		14	29%	50%	44%	-21% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		263	94%	60%	60%	34% ▲
Stable Living Situation		276	99%	95%	73%	4%
Employed		80	29%	30%	25%	-1%
Improved/Maintained Function Score		172	62%	75%	25%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		230	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	88%	75%	78%	13% ▲

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 71 Active Standard Outpatient Programs

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