

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	293	303	-3%
	Admits	57	43	33% ▲
	Discharges	60	67	-10%
	Service Hours	2,377	2,283	4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	293	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	29	10%	10%
26-34	46	16%	21%
35-44	47	16%	24%
45-54	48	16%	18%
55-64	58	20%	18%
65+	65	22% ▲	9%

Gender	#	%	State Avg
Female	147	50%	41%
Male	146	50%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	258	88% ▲	67%
Hispanic-Other	27	9%	9%
Unknown	6	2% ▼	13%
Hisp-Puerto Rican	2	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	150	51%	60%
Black/African American	89	30% ▲	18%
Other	38	13%	12%
Asian	9	3%	1%
Multiple Races	4	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 - June 2023 (Data as of Sep 25, 2023)

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	57%
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		20	33%	50%	40%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		277	94%	60%	66%	34% ▲
Stable Living Situation		291	99%	95%	78%	4%
Employed		86	29%	30%	28%	-1%
Improved/Maintained Function Score		179	68%	75%	33%	-7% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		235	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		50	88%	75%	74%	13% ▲

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 72 Active Standard Outpatient Programs

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