Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	457	421	9%
	Admits	31	39	-21% ▼
	Discharges	46	56	-18% ▼
	Service Hours	934	587	59% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	457	100.0%

Consumer Satisfaction Survey

(Based on 153 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		90%	80%	91%
✓ Access		88%	80%	88%
● Outcome		63%	80%	83%
● Recovery		43%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	25	5%	8%
26-34	57	13%	21%
35-44	62	14%	22%
45-54	112	25%	20%
55-64	129	28%	20%
65+	71	16%	9%

Gender	#	%	State Avg
Female	278	61% ▲	42%
Male	179	39% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	281	61% ▲	12%
Non-Hispanic	129	28% ▼	69%
Hispanic-Other	37	8%	8%
Unknown	7	2%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	228	50% ▲	13%
White/Caucasian	108	24% ▼	63%
Black/African American	100	22%	16%
Multiple Races	9	2%	1%
Unknown	5	1%	5%
Hawaiian/Other Pacific Islander	4	1%	0%
Am. Indian/Native Alaskan	2	0%	1%
Asian	1	0%	1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Mental Health Outpatient608210
Hartford Behavioral Health
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	457	421	9%	
Admits	31	39	-21%	▼
Discharges	46	56	-18%	▼
Service Hours	934	587	59%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	91%	86%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	61%	54%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	99%	76%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	5	11%	50%	33%	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	279	61%	60%	59%	1%
● Stable Living Situation	417	91%	95%	73%	-4%
● Improved/Maintained Axis V GAF Score	275	68%	75%	40%	-7%
● Employed	47	10%	30%	20%	-20% ▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	261	63%	90%	75%	-27%	▼

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days	27	87%	75%	76%	12%	▲

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

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