**Hartford Behavioral Health**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 539 | 518 | 4% | |
| | Admits | 119 | 138 | -14% | ▼ |
| | Discharges | 82 | 96 | -15% | ▼ |
| | Service Hours | 2,569 | 1,836 | 40% | ▲ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Outpatient | | 539 | 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

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 40 | 7% | 10% |
| 26-34 | | 74 | 14% | 22% |
| 35-44 | | 82 | 15% | 23% |
| 45-54 | | 134 | 25% | 19% |
| 55-64 | | 137 | 25% | 19% |
| 65+ | | 71 | 13% | 8% |

### Gender

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 331 | 61% | ▲ | 42% |
| Male | | 208 | 39% | ▼ | 58% |
| Transgender | | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Hisp-Puerto Rican | | 320 | 59% | ▲ | 12% |
| Non-Hispanic | | 159 | 29% | ▼ | 69% |
| Hispanic-Other | | 47 | 9% | | 8% |
| Unknown | | 8 | 1% | | 11% |
| Hispanic-Cuban | | 3 | 1% | | 0% |
| Hispanic-Mexican | | 2 | 0% | | 0% |

### Race

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| Other | | 249 | 46% | ▲ | 13% |
| White/Caucasian | | 143 | 27% | ▼ | 62% |
| Black/African American | | 120 | 22% | | 17% |
| Multiple Races | | 10 | 2% | | 1% |
| Unknown | | 9 | 2% | | 6% |
| Hawaiian/Other Pacific Islander | | 5 | 1% | | 0% |
| Am. Indian/Native Alaskan | | 2 | 0% | | 0% |
| 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 - March 2021  (Data as of Jun 28, 2021)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 539 | 518 | 4% | |
| Admits | 119 | 138 | -14% | ▼ |
| Discharges | 82 | 96 | -15% | ▼ |
| Service Hours | 2,569 | 1,836 | 40% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 96% | 86% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 64% | 55% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 100% | 78% |
| ✓ | SA Screen Complete | 99% | 79% |

| 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 | | 15 | 18% | 50% | 34% | -32% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 353 | 65% | 60% | 62% | 5% | |
| 🔴 | Stable Living Situation | | 505 | 92% | 95% | 74% | -3% | |
| 🔴 | Employed | | 71 | 13% | 30% | 23% | -17% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | 360 | 77% | 90% | 84% | -13% | ▼ |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | 2 or more Services within 30 days | | 62 | 53% | 75% | 76% | -22% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |
| Discharges | ▪ | ▪ | ▪ | ▪ | | ▪ | ▪ | ▪ | ▪ | 89% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    🔴 Below Goal
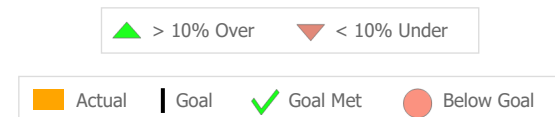
\* State Avg based on 85 Active Standard Outpatient Programs

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