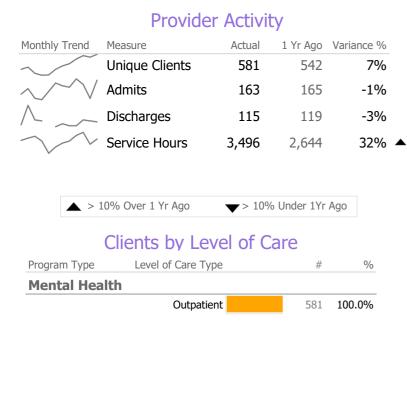
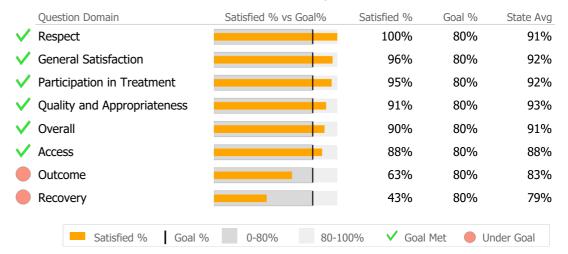
### Hartford Behavioral Health Hartford, CT

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)



### Consumer Satisfaction Survey (Based on 153 FY20 Surveys)



#### **Client Demographics**

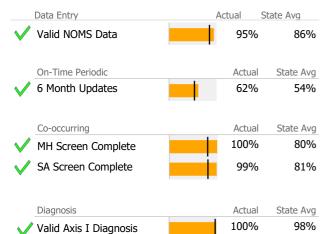
Age	#	± %	State Avg	Gender	#	%	State Avg
18-25	44	8%	10%	Female	358	62%	<b>▲</b> 41%
26-34	87	7 15%	22%	Male 📒 📔	223	38%	▼ 59%
35-44 📒	95	5 16%	23%	Transgender			0%
45-54 📕	139	24%	19%				
55-64	142	24%	18%				
65+ 🛔	73	3 13%	7%	Race	#	%	State Avg
				Other 📕	257	44%	<b>▲</b> 13%
Ethnicity	#	%	State Avg	White/Caucasian 📒 📔	161	28%	<b>▼</b> 61%
Hisp-Puerto Rican	341	59%	<b>▲</b> 11%	Black/African American 📕	134	23%	17%
Non-Hispanic	174	30%	▼ 68%	Multiple Races	10	2%	1%
Hispanic-Other	50	9%	8%	Unknown	10	2%	6%
Unknown	11	2%	12%	Hawaiian/Other Pacific Islander	5	1%	0%
1				Am. Indian/Native Alaskan	2	0%	0%
Hispanic-Cuban	3	1%	0%	Asian	2	0%	1%
Hispanic-Mexican	2	0%	0%				
,							
•	Unique	Clients	State Avg	> 10% Over State Avg	> 10% L	257 $44%$ $13%$ $161$ $28%$ $61%$ $134$ $23%$ $17%$ $10$ $2%$ $1%$ $10$ $2%$ $6%$ $5$ $1%$ $0%$ $2$ $0%$ $0%$	

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

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	581	542	7%
Admits	163	165	-1%
Discharges	115	119	-3%
Service Hours	3,496	2,644	32% 🔺

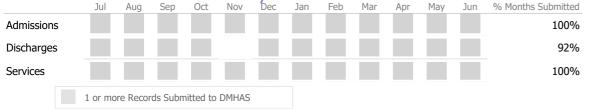
# Data Submission Quality

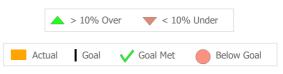


### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	_
	Treatment Completed Successfully		27	23%	50%	36%	-27%	
	D							
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		391	66%	60%	62%	6%	
	Stable Living Situation		545	92%	95%	75%	-3%	
	Employed		87	15%	30%	24%	-15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		388	82%	90%	85%	-8%	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	2 or more Services within 30 days		74	46%	75%	75%	-29%	

#### Data Submitted to DMHAS by Month





\* State Avg based on 88 Active Standard Outpatient Programs