Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
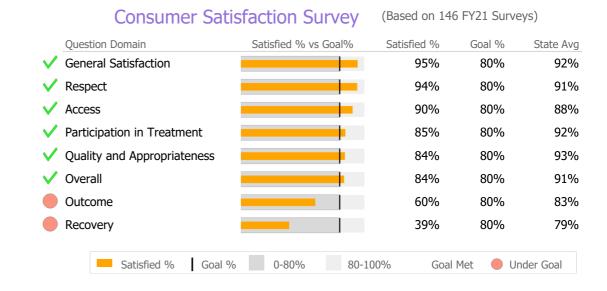Provider Quality Dashboard
Reporting Period: July 2021 - March 2022   (Data as of Jun 27, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	600	541	11%	▲
	Admits	129	121	7%	
	Discharges	85	83	2%	
	Service Hours	2,679	2,569	4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		600	100.0%

Consumer Satisfaction Survey   (Based on 146 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		95%	80%	92%
✓	Respect		94%	80%	91%
✓	Access		90%	80%	88%
✓	Participation in Treatment		85%	80%	92%
✓	Quality and Appropriateness		84%	80%	93%
✓	Overall		84%	80%	91%
●	Outcome		60%	80%	83%
●	Recovery		39%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	Goal Met	Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		48	8%	10%
26-34		75	13%	22%
35-44		105	18%	23%
45-54		143	24%	19%
55-64		146	24%	19%
65+		83	14%	8%

Gender

Gender		#	%		State Avg
Female		384	64%	▲	41%
Male		216	36%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		365	61%	▲	11%
Non-Hispanic		176	29%	▼	68%
Hispanic-Other		46	8%		8%
Unknown		8	1%	▼	12%
Hispanic-Mexican		4	1%		1%
Hispanic-Cuban		1	0%		0%

Race

Race		#	%		State Avg
Other		249	42%	▲	13%
White/Caucasian		197	33%	▼	62%
Black/African American		126	21%		17%
Multiple Races		11	2%		1%
Unknown		7	1%		6%
Hawaiian/Other Pacific Islander		5	1%		0%
Asian		3	1%		1%
Am. Indian/Native Alaskan		2	0%		0%

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	600	541	11%	▲
Admits	129	121	7%	
Discharges	85	83	2%	
Service Hours	2,679	2,569	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	91%	88%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	43%	53%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	90%
✔	SA Screen Complete	100%	90%

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		24	28%	50%	41%	-22%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		415	69%	60%	61%	9%	
🔴	Stable Living Situation		519	86%	95%	72%	-9%	
🔴	Employed		91	15%	30%	25%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		428	82%	90%	82%	-8%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		78	61%	75%	78%	-14%	▼

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

Legend:
▲ > 10% Over   ▼ < 10% Under
■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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