Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024   (Data as of Sep 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	507	619	-18%	▼
	Admits	122	192	-36%	▼
	Discharges	183	243	-25%	▼
	Service Hours	3,000	2,862	5%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	507	100.0%

Consumer Satisfaction Survey   (Based on 148 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		98%	80%	93%
✓	Overall		97%	80%	91%
✓	General Satisfaction		95%	80%	92%
✓	Respect		94%	80%	91%
✓	Access		92%	80%	88%
✓	Participation in Treatment		88%	80%	92%
●	Outcome		75%	80%	83%
●	Recovery		65%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	35	7%	9%
26-34	66	13%	20%
35-44	90	18%	25%
45-54	103	20%	18%
55-64	135	27%	18%
65+	78	15%	9%

Gender

Gender	#	%		State Avg
Female	321	63%	▲	40%
Male	185	37%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	287	57%	▲	10%
Non-Hispanic	151	30%	▼	64%
Hispanic-Other	43	8%		11%
Unknown	25	5%		15%
Hispanic-Mexican	1	0%		1%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
Other	180	36%	▲	12%
White/Caucasian	136	27%	▼	58%
Black/African American	95	19%		17%
Multiple Races	47	9%		1%
Unknown	45	9%		9%
Hawaiian/Other Pacific Islander	2	0%		0%
Am. Indian/Native Alaskan	1	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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	507	619	-18%	▼
Admits	122	192	-36%	▼
Discharges	183	243	-25%	▼
Service Hours	3,000	2,862	5%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	54%

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		67	37%	50%	45%	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		322	62%	60%	66%	2%	
● Stable Living Situation		451	87%	95%	75%	-8%	
● Employed		75	14%	30%	27%	-16%	▼
● Improved/Maintained Function Score		234	49%	75%	49%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		334	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		87	73%	75%	68%	-3%

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
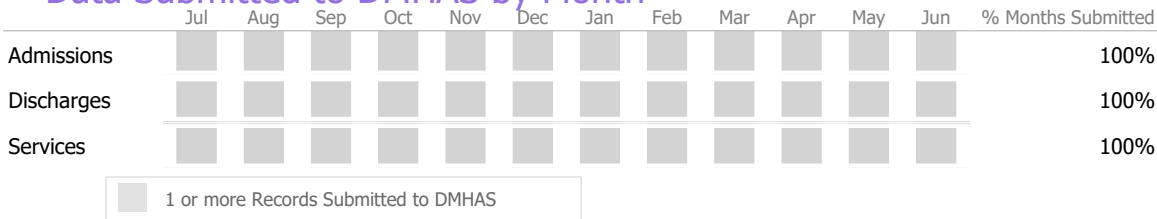
▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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