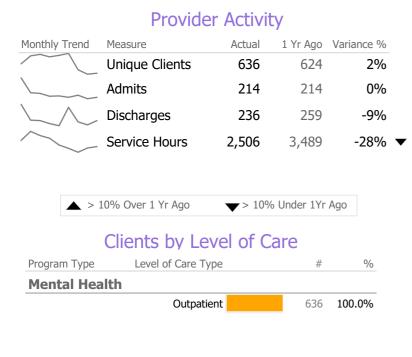**Hartford Behavioral Health**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	636	624	2%
	Admits	214	214	0%
	Discharges	236	259	-9%
	Service Hours	2,506	3,489	-28% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		636	100.0%

Consumer Satisfaction Survey   (Based on 145 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		95%	80%	92%
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		91%	80%	92%
✓	Respect		91%	80%	91%
✓	Access		90%	80%	88%
✓	Overall		88%	80%	91%
●	Outcome		64%	80%	83%
●	Recovery		64%	80%	79%

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

Client Demographics

Age

		#	%	State Avg
18-25		39	6%	12%
26-34		78	12% ▼	24%
35-44		94	15%	21%
45-54		185	29%	20%
55-64		173	27%	17%
65+		67	11%	6%

Gender

		#	%	State Avg
Female		384	60% ▲	40%
Male		252	40% ▼	60%
Transgender				0%

Ethnicity

		#	%	State Avg
Hisp-Puerto Rican		407	64% ▲	13%
Non-Hispanic		149	23% ▼	71%
Hispanic-Other		61	10%	7%
Unknown		16	3%	9%
Hispanic-Mexican		2	0%	1%
Hispanic-Cuban		1	0%	0%

Race

		#	%	State Avg
Other		332	52% ▲	14%
White/Caucasian		152	24% ▼	63%
Black/African American		119	19%	16%
Multiple Races		13	2%	1%
Unknown		9	1%	5%
Asian		4	1%	1%
Hawaiian/Other Pacific Islander		4	1%	0%
Am. Indian/Native Alaskan		3	0%	1%

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

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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	636	624	2%	
Admits	214	160	34%	▲
Discharges	186	209	-11%	▼
Service Hours	2,504	2,933	-15%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		95%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		54%	63%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	92%
✓ SA Screen Complete		100%	92%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		35	19%	50%	52%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		419	66%	60%	67%	6%	
✓ Stable Living Situation		603	95%	95%	85%	0%	
● Improved/Maintained Axis V GAF Score		403	74%	75%	51%	-1%	
● Employed		90	14%	30%	25%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		410	91%	90%	86%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		121	57%	75%	69%	-18%	▼

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

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs