

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Behavioral Health Division Program Assessment and Evaluation

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Project Dates: October/2024 – May/2025

PROJECT GOAL

This fellowship project aimed to assess the effectiveness of the Behavioral Health Division's (BHD) program areas and develop data-driven recommendations for improvement. Working closely with the BHD Quality Management team—including senior researchers and division leadership—the Hatfield resident fellow focused on evaluating existing programs, identifying areas for growth, and proposing best practices to optimize performance. The findings are intended to guide BHD leadership in reorganizing resources and strategies for improved service delivery and outcomes.

KEY OUTCOMES

The project has been completed successfully, and all one-page program summaries have been finalized. Key accomplishments include:

- Comprehensive assessment of eight BHD program areas, each evaluated based on data availability, performance metrics, and alignment with division goals.
- Development of a clear and adaptable program evaluation framework to guide future assessments across BHD.
- Finalized one-page reports for each program, offering succinct summaries of findings and actionable recommendations.
- Ongoing collaboration with senior leadership throughout the process to ensure relevance, clarity, and usability of all deliverables.

TAKE-AWAYS

This project yielded several important insights:

- Preliminary assessments revealed both strengths and challenges in current service delivery models across various program areas.
- Data collection and tracking methodologies were refined, leading to more consistent and meaningful evaluation metrics.
- Strategic engagement with leadership and program staff helped uncover gaps in resource allocation, data usage, and organizational structure.
- The final deliverables are already supporting leadership conversations about system-wide improvements.

CHALLENGES

Several challenges emerged during the course of the project:

- Limited initial access to program-level data delayed the early phases of evaluation.
- Balancing comprehensive analysis with tight timelines required continual prioritization of tasks.
- Coordinating input across multiple program teams was more time-intensive than anticipated, given competing priorities and varied workflows.

STRATEGY

To address the project's goals and challenges, the following strategies were implemented:

- Worked with BHD leadership and staff to define key evaluation questions and prioritize high-impact areas.
- Leveraged existing internal datasets to conduct early analyses and build a scalable evaluation framework.
- Established clear evaluation criteria in collaboration with senior researchers to ensure consistency across all program assessments.
- Created visually accessible one-pagers to communicate complex findings in a concise and actionable format.
- Integrated leadership feedback iteratively to enhance the clarity, focus, and utility of all project deliverables.

RECOMMENDATIONS TO IMPROVE DATA COLLECTION

To support ongoing program evaluation and improve future data-driven initiatives, the following recommendations are proposed:

- Establish a centralized data dashboard accessible to all program teams for real-time tracking of key performance indicators.
- Standardize data entry protocols across programs to ensure consistency, accuracy, and completeness of collected data.
- Invest in staff training on data literacy and reporting tools to build capacity and reduce dependency on external evaluators.
- Strengthen data-sharing agreements between internal departments and external partners to allow for more comprehensive program assessment.
- Conduct regular data audits to identify gaps, maintain data quality, and inform continuous improvement efforts.

FINAL RESULTS

- All program area assessments completed using a standardized, data-driven framework.
- Eight one-page summaries finalized, including tailored recommendations for each program.
- Evaluation tools and templates developed for future use by the BHD Quality Management team.
- Initial findings presented to BHD leadership to support decision-making and strategic planning.
- Project closed successfully in May 2025, providing a foundation for ongoing evaluation efforts within the division.

CONCLUSIONS

This project has helped lay the groundwork for a more robust, consistent, and strategic evaluation process across the Behavioral Health Division. By identifying key strengths, surfacing areas for improvement, and developing accessible tools for assessment, the project has enhanced BHD's ability to make informed decisions that improve program outcomes. The final deliverables not only reflect the division's current landscape but also offer a blueprint for ongoing learning and growth. The recommendations shared can support BHD's continued efforts to ensure accountability, equity, and quality in behavioral health services for the community.