

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 aims 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 leadership, the Hatfield resident fellow will focus on evaluating existing programs, identifying areas for growth, and proposing best practices to optimize performance. The findings will help guide BHD leadership in reorganizing resources and strategies for better service delivery.

TAKE-AWAYS

So far, the project has produced the following insights:

- Preliminary assessments of BHD programs have revealed areas of strength and challenges in current service delivery models.
- Data collection methodologies have been refined, improving how key metrics are tracked and analyzed for program evaluation.
- Collaborative work with senior leadership and staff has helped identify existing gaps in resource allocation and organizational structures.

- program areas where efficiency and impact could be enhanced.

CHALLENGES

The project has encountered several challenges:

- Limited access to program-level data initially slowed the ability to conclude comprehensive assessments.
- Balancing the scope of analysis with the need for actionable insights within tight timelines posed a challenge, particularly in evaluating complex program structures.
- Engaging all key stakeholders has been more time-intensive than expected, as different BHD teams have varied priorities and workflows.

Despite these challenges, close coordination with the Senior Research Evaluation and Analyst team has facilitated progress, and flexible adjustments to the work plan have allowed for timely assessments.

STRATEGY

To ensure the project's success, I have utilized the following strategies:

- Engaged with BHD leadership and teams to define key assessment questions and prioritize areas for immediate focus.
- Leveraged existing data to perform early-stage evaluations and develop a framework for assessing each program area.
- Collaborated with senior researchers to establish clear criteria for evaluating program outcomes, helping refine both the data collection and analysis processes.
- Created one-page summaries that clearly communicate findings and offer actionable recommendations for program improvement.
- Continually refined presentation formats based on feedback from BHD leadership to ensure clarity and impact in reporting.

RESULTS

Although the project is ongoing, several key deliverables have been completed or are in progress:

- Development of a program evaluation framework to assess BHD's current initiatives systematically.
- Draft recommendations for improving specific program areas, which will be finalized after further analysis.
- One-page reports summarizing findings and providing clear, concise recommendations for BHD leadership.
- Initial presentations to leadership to showcase early findings and gain feedback for refining further assessments.

NOTE- This project is still in progress, with final recommendations and deliverables expected in the coming months. The results so far have paved the way for strategic improvements and future directions for BHD's program evaluation processes.