YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	46	54	-15%	▼
	Admits	28	42	-33%	▼
	Discharges		43	-100%	▼
	Service Hours	4,707	2,620	80%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		46	100.0%

Consumer Satisfaction Survey   (Based on 18 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Overall		94%	80%	91%
✓	Access		94%	80%	88%
✓	Recovery		94%	80%	79%
✓	Respect		93%	80%	91%
●	Outcome		76%	80%	83%

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

Client Demographics

Age

	#	%	State Avg
18-25	1	2%	12%
26-34	12	26%	23%
35-44	11	24%	20%
45-54	12	26%	22%
55-64	9	20%	18%
65+	1	2%	6%

Gender

	#	%		State Avg
Female	46	100%	▲	41%
Male			▼	59%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	33	72%		74%
Hisp-Puerto Rican	11	24%	▲	13%
Hispanic-Other	2	4%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				6%

Race

	#	%		State Avg
Black/African American	36	78%	▲	16%
White/Caucasian	8	17%	▼	65%
Hawaiian/Other Pacific Islander	1	2%		0%
Other	1	2%	▼	13%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Unknown				3%

Unique Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Emergency Shelter OR 628294
YWCA of Hartford
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	54	-15%	▼
Admits	28	42	-33%	▼
Discharges	-	43	-100%	▼
Service Hours	4,707	2,620	80%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		28	100%	50%	94%	50%	▲
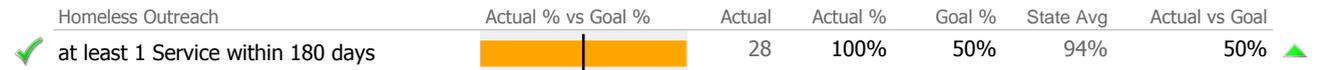
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges							0%
Services	▪						17%

▪ 1 or more Records Submitted to DMHAS
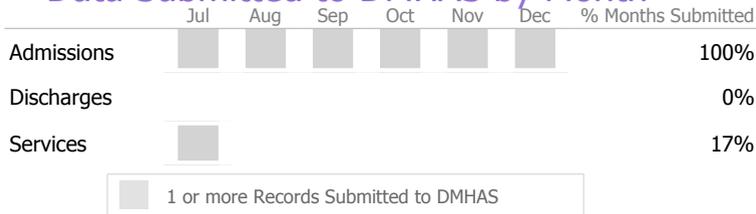
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ❘ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs