YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	40	31	29%	▲
	Admits	19	13	46%	▲
	Discharges	21	14	50%	▲
	Service Hours	2,016	2,150	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		40	100.0%

Consumer Satisfaction Survey   (Based on 16 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		81%	80%	93%
✓	Participation in Treatment		81%	80%	92%
✓	General Satisfaction		81%	80%	92%
✓	Overall		81%	80%	91%
✓	Access		81%	80%	88%
●	Respect		67%	80%	91%
●	Recovery		63%	80%	79%
●	Outcome		60%	80%	83%

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

Client Demographics

Age

	#	%	State Avg
18-25	2	5%	10%
26-34	9	23%	22%
35-44	11	28%	20%
45-54	11	28%	21%
55-64	6	15%	19%
65+	1	3%	7%

Gender

	#	%		State Avg
Female	40	100%	▲	41%
Male			▼	58%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	30	75%		71%
Hisp-Puerto Rican	10	25%	▲	13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				7%
Unknown				8%

Race

	#	%		State Avg
White/Caucasian	21	53%	▼	63%
Black/African American	19	48%	▲	16%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
Unknown				5%

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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	31	29%	▲
Admits	19	13	46%	▲
Discharges	21	14	50%	▲
Service Hours	2,016	2,150	-6%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days	▮▮▮	19	100%	50%	93%	50%	▲
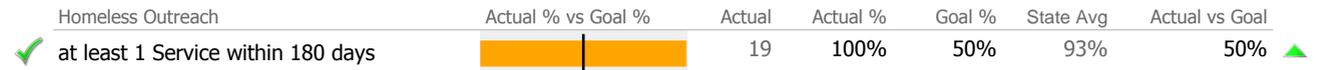
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	�	▮	▮	100%
Discharges	▮	▮	▮	100%
Services		▮	▮	67%

▮ 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