**YWCA of Hartford**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	30	40	-25%	▼
	Admits	12	20	-40%	▼
	Discharges	10	22	-55%	▼
	Service Hours	1,795	2,016	-11%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		30	100.0%

Consumer Satisfaction Survey   (Based on 9 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Outcome		100%	80%	83%
✓	Recovery		100%	80%	79%
✓	Quality and Appropriateness		89%	80%	93%
✓	General Satisfaction		89%	80%	92%
🔴	Participation in Treatment		67%	80%	92%

▬ Satisfied %		Goal %	▨ 0-80%	▨ 80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		2	7%	9%
26-34		4	13%	22%
35-44		6	20%	21%
45-54		11	37% ▲	20%
55-64		6	20%	20%
65+		1	3%	7%

Gender

		#	%		State Avg
Female		30	100%	▲	41%
Male				▼	59%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		20	67%	71%
Hisp-Puerto Rican		8	27% ▲	12%
Hispanic-Other		2	7%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				9%

Race

		#	%	State Avg
White/Caucasian		17	57%	64%
Black/African American		11	37% ▲	16%
Other		2	7%	13%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	40	-25%	▼
Admits	12	20	-40%	▼
Discharges	10	22	-55%	▼
Service Hours	1,795	2,016	-11%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		12	100%	50%	96%	50%	▲
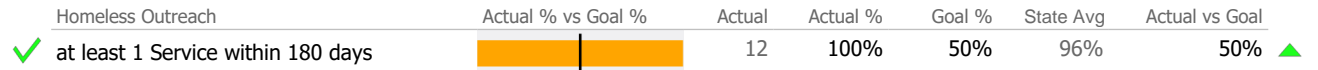
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |
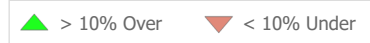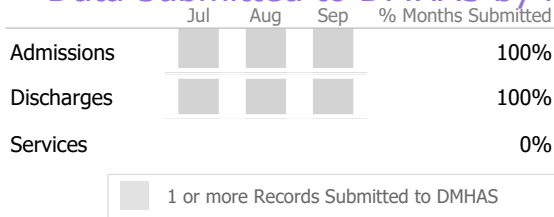
* State Avg based on 45 Active Outreach & Engagement Programs