YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	91	90	1%
	Admits	78	80	-3%
	Discharges	77	79	-3%
	Service Hours	779	2,303	-66% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		91	100.0%

Consumer Satisfaction Survey   (Based on 8 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		100%	80%	88%
✓	Overall		88%	80%	91%
✓	Quality and Appropriateness		80%	80%	93%
✓	Participation in Treatment		80%	80%	92%
✓	Recovery		80%	80%	79%
●	General Satisfaction		71%	80%	92%
●	Respect		67%	80%	91%
●	Outcome		50%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	12	13%	16%
26-34	11	12% ▼	24%
35-44	17	19%	19%
45-54	33	36% ▲	23%
55-64	16	18%	14%
65+	2	2%	4%

Gender

Gender	#	%	State Avg
Female	90	99% ▲	40%
Male	1	1% ▼	60%

Race

Race	#	%	State Avg
Black/African American	45	49% ▲	17%
White/Caucasian	33	36% ▼	66%
Am. Indian/Native Alaskan	8	9%	1%
Other	5	5%	13%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	68	75%	75%
Hisp-Puerto Rican	18	20%	12%
Hispanic-Other	4	4%	6%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Unknown			6%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	90	1%	
Admits	78	80	-3%	
Discharges	77	79	-3%	
Service Hours	779	2,303	-66%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		78	100%	50%	92%	50%	▲
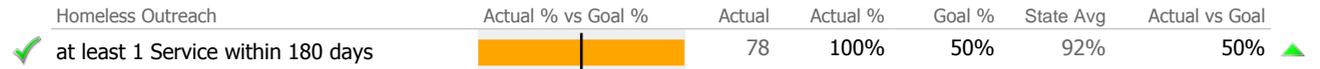
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal
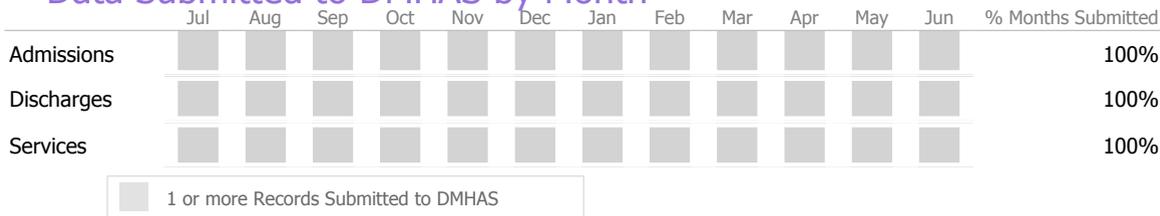
* State Avg based on 38 Active Outreach & Engagement Programs