YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	64	46	39%	▲
	Admits	52	35	49%	▲
	Discharges	57	31	84%	▲
	Service Hours	3,580	360		

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		64	100.0%

Consumer Satisfaction Survey   (Based on 33 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		97%	80%	93%
✓	Access		94%	80%	88%
✓	General Satisfaction		94%	80%	92%
✓	Participation in Treatment		89%	80%	92%
✓	Respect		89%	80%	91%
✓	Overall		88%	80%	91%
✓	Recovery		88%	80%	79%
✓	Outcome		83%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	6	9%	14%
26-34	13	20%	24%
35-44	6	9% ▼	20%
45-54	29	45% ▲	22%
55-64	7	11%	16%
65+	3	5%	5%

Gender

Gender	#	%	State Avg
Female	64	100% ▲	40%
Male		▼	60%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	42	66%	74%
Hisp-Puerto Rican	16	25% ▲	12%
Hispanic-Other	5	8%	7%
Hispanic-Mexican	1	2%	1%
Hispanic-Cuban			0%
Unknown			6%

Race

Race	#	%	State Avg
White/Caucasian	30	47% ▼	65%
Black/African American	27	42% ▲	17%
Am. Indian/Native Alaskan	3	5%	1%
Other	3	5%	13%
Unknown	1	2%	3%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

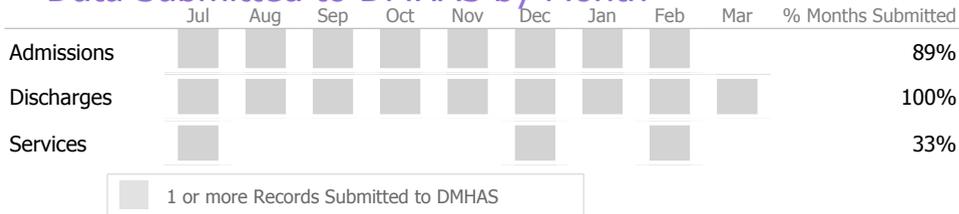| Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	46	39%	▲
Admits	52	35	49%	▲
Discharges	57	31	84%	▲
Service Hours	3,580	360		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		52	100%	50%	92%	50%	▲
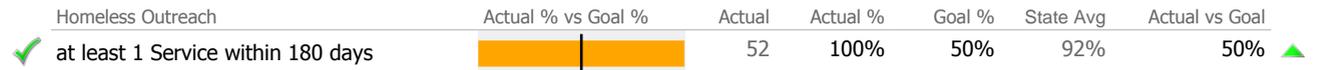
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢			89%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢					▢		▢		33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs