YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	63	76	-17%	▼
	Admits	45	64	-30%	▼
	Discharges	46	59	-22%	▼
	Service Hours	7,013	4,314	63%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		63	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%

Legend: ■ Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✓ Goal Met 🔴 Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		4	6%	13%
26-34		13	21%	24%
35-44		18	29%	20%
45-54		16	25%	21%
55-64		11	17%	17%
65+		1	2%	5%

Gender

		#	%		State Avg
Female		63	100%	▲	40%
Male				▼	60%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		44	70%	73%
Hisp-Puerto Rican		14	22%	12%
Hispanic-Other		5	8%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				7%

Race

		#	%		State Avg
Black/African American		46	73%	▲	16%
White/Caucasian		15	24%	▼	64%
Hawaiian/Other Pacific Islander		1	2%		0%
Other		1	2%	▼	13%
Am. Indian/Native Alaskan					1%
Asian					1%
Multiple Races					1%
Unknown					4%

Legend: ■ 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	76	-17%	▼
Admits	45	64	-30%	▼
Discharges	46	59	-22%	▼
Service Hours	7,013	4,314	63%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		45	100%	50%	94%	50%	▲
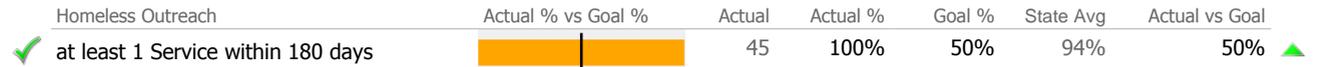
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢									11%

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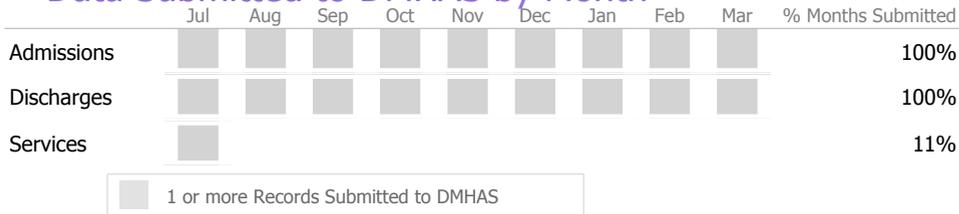
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs