**YWCA of Hartford**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| ⟋⟍⟋ | Unique Clients | 67 | 63 | 6% |
| ⟋⟍⟋ | Admits | 49 | 45 | 9% |
| ⟋⟍⟋ | Discharges | 51 | 47 | 9% |
| ⟋⟍ | Service Hours | 5,284 | 7,013 | -25% ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 67 | 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 | 7 | 10% | 12% |
| 26-34 | 11 | 16% | 24% |
| 35-44 | 20 | 30% | 21% |
| 45-54 | 16 | 24% | 20% |
| 55-64 | 12 | 18% | 17% |
| 65+ | 1 | 1% | 6% |

### Gender

| | # | % | | State Avg |
|---|---|---|---|---|
| Female | 67 | 100% | ▲ | 40% |
| Male | | | ▼ | 60% |
| Transgender | | | | 0% |

### Ethnicity

| | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 52 | 78% | 71% |
| Hisp-Puerto Rican | 15 | 22% | 13% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hispanic-Other | | | 7% |
| Unknown | | | 9% |

### Race

| | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 39 | 58% | | 63% |
| Black/African American | 26 | 39% | ▲ | 16% |
| Hawaiian/Other Pacific Islander | 1 | 1% | | 0% |
| Other | 1 | 1% | ▼ | 14% |
| Am. Indian/Native Alaskan | | | | 1% |
| Asian | | | | 1% |
| Multiple Races | | | | 1% |
| 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 - March 2019  (Data as of Jun 19, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 67 | 63 | 6% | ▲ |
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| Discharges | 51 | 47 | 9% | |
| Service Hours | 5,284 | 7,013 | -25% | ▼ |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ at least 1 Service within 180 days | | 47 | 100% | 50% | 95% | 50% | ▲ |
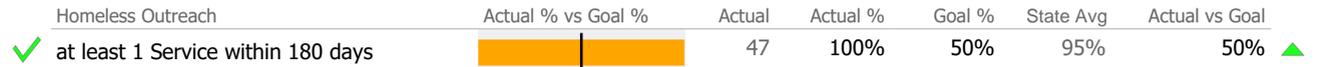
## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | | ▢ | | | | | | ▢ | | 22% |

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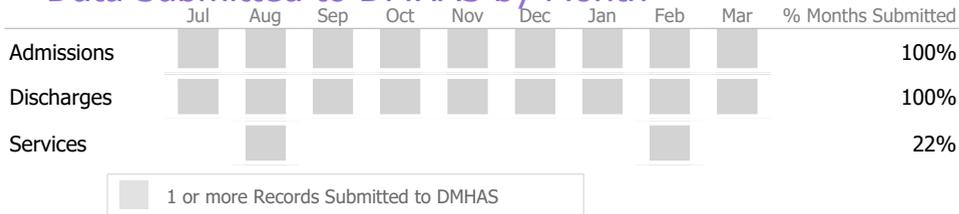
| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| 🟧 Actual | ❘ Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 42 Active Outreach & Engagement Programs