YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	14	32	-56%	▼
	Admits		19	-100%	▼
	Discharges		20	-100%	▼
	Service Hours		143	-100%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		14	100.0%

Consumer Satisfaction Survey   (Based on 25 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		92%	80%	91%
✓	Access		92%	80%	88%
✓	Participation in Treatment		92%	80%	92%
✓	Quality and Appropriateness		91%	80%	93%
✓	Respect		90%	80%	91%
✓	Recovery		88%	80%	79%
✓	General Satisfaction		84%	80%	92%
🔴	Outcome		64%	80%	83%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		3	21%	13%
26-34		2	14%	22%
35-44		1	7% ▼	19%
45-54		4	29%	24%
55-64		4	29% ▲	17%
65+				5%

Gender

Gender		#	%	State Avg
Female		14	100% ▲	42%
Male			▼	58%

Race

Race		#	%	State Avg
Black/African American		11	79% ▲	16%
White/Caucasian		3	21% ▼	66%
Am. Indian/Native Alaskan				0%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
Unknown				3%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		13	93% ▲	75%
Hisp-Puerto Rican		1	7%	12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				6%
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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	32	-56%	▼
Admits	-	19	-100%	▼
Discharges	-	20	-100%	▼
Service Hours	-	143	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days	│	0	0%	50%	76%	-50%	▼
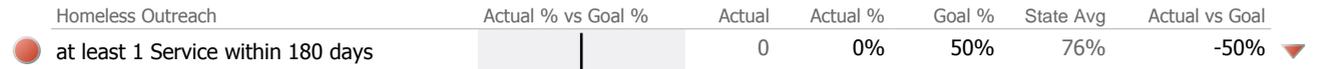
Data Submitted to DMHAS by Month

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

	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