YWCA of Hartford
Hartford, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	31	35	-11%	▼
	Admits	13	22	-41%	▼
	Discharges		20	-100%	▼
	Service Hours	2,150	1,161	85%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	31	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%

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

Client Demographics

Age

Age		#	%	State Avg
18-25			▼	11%
26-34		9	29%	22%
35-44		9	29%	19%
45-54		7	23%	22%
55-64		5	16%	19%
65+		1	3%	6%

Gender

Gender		#	%		State Avg
Female		31	100%	▲	41%
Male				▼	58%
Transgender					0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	22	71%		74%
Hisp-Puerto Rican	8	26%	▲	13%
Hispanic-Other	1	3%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown				6%

Race

Race	#	%		State Avg
Black/African American	22	71%	▲	16%
White/Caucasian	7	23%	▼	65%
Hawaiian/Other Pacific Islander	1	3%		0%
Other	1	3%		13%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Unknown				3%

▬ 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 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	35	-11%	▼
Admits	13	22	-41%	▼
Discharges	-	20	-100%	▼
Service Hours	2,150	1,161	85%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days	▮▮	13	100%	50%	92%	50%	▲
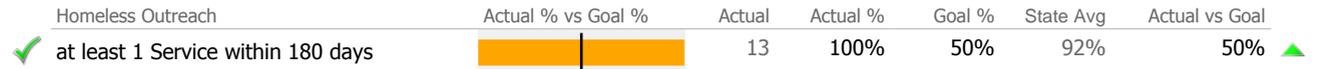
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	�(■)	�(■)	�(■)	100%
Discharges				0%
Services	�(■)			33%

■	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