

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	35	42	-17% ▼
	Admits	17	26	-35% ▼
	Discharges	17	25	-32% ▼
	Service Hours	2,117	3,413	-38% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	35	100.0%

Consumer Satisfaction Survey

(Based on 22 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Recovery		100%	80%	79%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Participation in Treatment		81%	80%	92%
✓ Outcome		80%	80%	83%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	1	3%	9%
26-34	2	6% ▼	21%
35-44	6	17%	22%
45-54	10	29%	19%
55-64	13	37% ▲	20%
65+	3	9%	8%

Gender	#	%	State Avg
Female	35	100% ▲	42%
Male			58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	26	74%	70%
Hisp-Puerto Rican	9	26% ▲	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			10%

Race	#	%	State Avg
Black/African American	17	49% ▲	17%
White/Caucasian	15	43% ▼	62%
Hawaiian/Other Pacific Islander	2	6%	0%
Other	1	3%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			6%

■ 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 2020 - December 2020 (Data as of Apr 06, 2021)

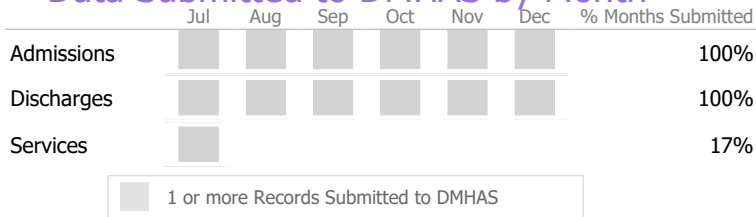
Program Activity

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Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		16	94%	50%	92%	44% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.