YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	41	55	-25%	▼
	Admits	26	40	-35%	▼
	Discharges	26	39	-33%	▼
	Service Hours	2,773	5,005	-45%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		41	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%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		1	2%	10%
26-34		5	12%	22%
35-44		7	17%	23%
45-54		11	27%	19%
55-64		13	32% ▲	19%
65+		4	10%	8%

Gender

Gender		#	%	State Avg
Female		40	98% ▲	42%
Male		1	2% ▼	58%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		33	80% ▲	69%
Hisp-Puerto Rican		8	20%	12%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hispanic-Other				8%
Unknown			▼	11%

Race

Race		#	%	State Avg
Black/African American		23	56% ▲	17%
White/Caucasian		16	39% ▼	62%
Hawaiian/Other Pacific Islander		2	5%	0%
Am. Indian/Native Alaskan				0%
Asian				1%
Multiple Races				1%
Other			▼	13%
Unknown				6%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Emergency Shelter OR 628294
YWCA of Hartford
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
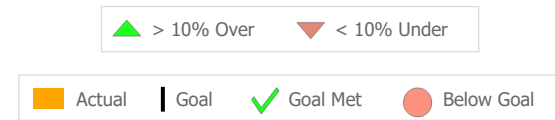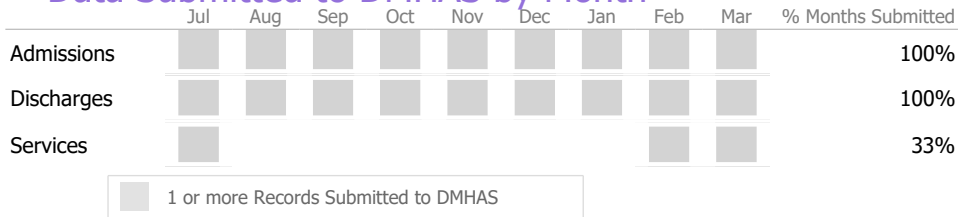Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

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		26	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢							▢	▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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