

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	72	74	-3%
	Admits	42	46	-9%
	Discharges	36	46	-22% ▼
	Service Hours	3,128	6,267	-50% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	72	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	4	6%	10%
26-34	8	11%	22%
35-44	13	18%	23%
45-54	18	25%	19%
55-64	21	29%	18%
65+	8	11%	7%

Gender	#	%	State Avg
Female	60	83%	41% ▲
Male	12	17%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	60	83%	68% ▲
Hisp-Puerto Rican	9	13%	11%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			12% ▼

Race	#	%	State Avg
Black/African American	38	53%	17% ▲
White/Caucasian	26	36%	61% ▼
Multiple Races	3	4%	1%
Other	3	4%	13%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			0%
Unknown			6%

■ 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

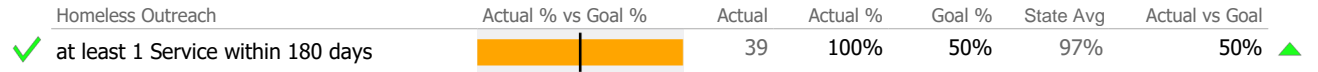
Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

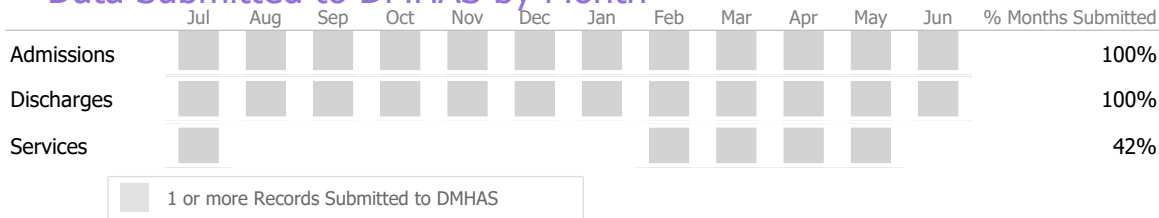
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	59	-8%
Admits	39	44	-11% ▼
Discharges	36	46	-22% ▼
Service Hours	3,122	6,267	-50% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	3	2	50% ▲
Discharges	-	-	
Service Hours	6	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	95%	15% ▲

Service Utilization

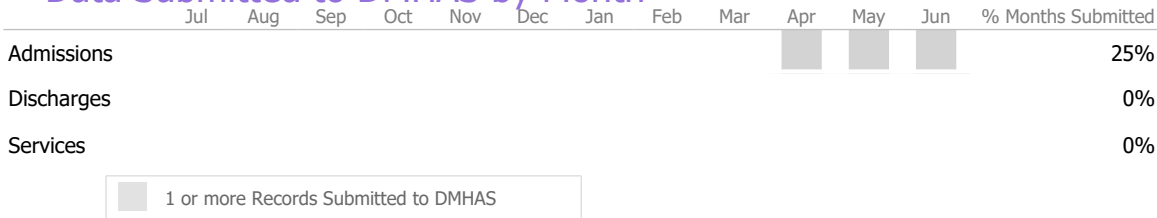
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	17%	90%	94%	-73% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs