YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - December 2021   (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	47	49%	▲
	Admits	34	17	100%	▲
	Discharges	34	17	100%	▲
	Service Hours	767	2,361	-67%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		70	100.0%

Consumer Satisfaction Survey   (Based on 27 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		93%	80%	91%
✓	Quality and Appropriateness		89%	80%	93%
✓	Participation in Treatment		89%	80%	92%
✓	General Satisfaction		89%	80%	92%
✓	Access		89%	80%	88%
✓	Outcome		81%	80%	83%
●	Overall		78%	80%	91%
●	Recovery		78%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25	5	7%		9%
26-34	6	9%	▼	21%
35-44	16	23%		23%
45-54	16	23%		19%
55-64	19	27%		19%
65+	8	11%		9%

Gender

	#	%		State Avg
Female	57	83%	▲	41%
Male	12	17%	▼	59%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	54	77%		68%
Hispanic-Other	13	19%	▲	8%
Hisp-Puerto Rican	3	4%		11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown			▼	11%

Race

	#	%		State Avg
Black/African American	39	56%	▲	17%
White/Caucasian	21	30%	▼	62%
Multiple Races	6	9%		1%
Other	3	4%		13%
Asian	1	1%		1%
Am. Indian/Native Alaskan				0%
Hawaiian/Other Pacific Islander				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
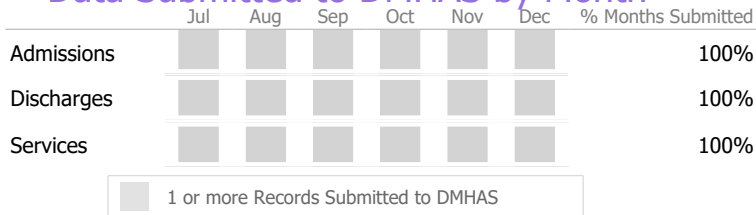Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	32	63%	▲
Admits	34	17	100%	▲
Discharges	34	17	100%	▲
Service Hours	529	2,096	-75%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		34	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 47 Active Outreach & Engagement Programs

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

Soromundi Commons
YWCA of Hartford
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	15	20%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	238	264	-10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation	▮▮▮▮	18	100%	85%	94%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▮▮▮▮	18	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▮	▮	▮	▮	▮	▮	100%

☐ 1 or more Records Submitted to DMHAS
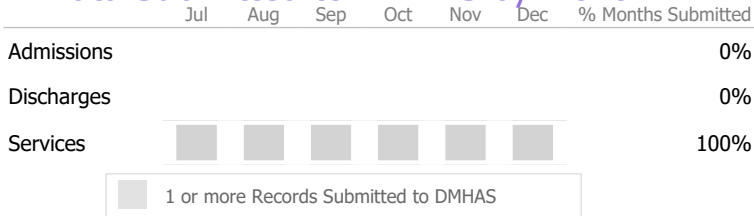
▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

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