YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - March 2022   (Data as of Jun 27, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	88	56	57%	▲
	Admits	53	26	104%	▲
	Discharges	53	26	104%	▲
	Service Hours	1,120	3,067	-63%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	88	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		8	9%	10%
26-34		8	9% ▼	22%
35-44		21	24%	23%
45-54		23	26%	19%
55-64		20	23%	19%
65+		8	9%	8%

Gender

		#	%	State Avg
Female		74	85% ▲	41%
Male		13	15% ▼	59%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	64	73%	68%
Hispanic-Other	20	23% ▲	8%
Hisp-Puerto Rican	4	5%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	12%

Race

	#	%	State Avg
Black/African American	50	57% ▲	17%
White/Caucasian	26	30% ▼	62%
Multiple Races	8	9%	1%
Other	3	3%	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 - March 2022 (Data as of Jun 27, 2022)
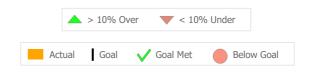
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	41	68%	▲
Admits	51	26	96%	▲
Discharges	52	26	100%	▲
Service Hours	763	2,773	-72%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		51	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 48 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 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	15	33%	▲
Admits	2	-		
Discharges	1	-		
Service Hours	357	294	21%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		20	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges								▪		11%
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.