YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	55	52	6%	
	Admits	18	16	13%	▲
	Discharges	16	17	-6%	
	Service Hours	430	343	25%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		55	100.0%

Consumer Satisfaction Survey   (Based on 26 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	Overall		96%	80%	91%
✓	Access		96%	80%	88%
✓	Respect		96%	80%	91%
✓	General Satisfaction		92%	80%	92%
✓	Outcome		92%	80%	83%
✓	Recovery		88%	80%	79%

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

Client Demographics

Age

		#	%		State Avg
18-25		3	5%		10%
26-34		4	7%	▼	21%
35-44		10	18%		23%
45-54		12	22%		19%
55-64		19	35%	▲	20%
65+		7	13%		8%

Gender

		#	%		State Avg
Female		42	78%	▲	42%
Male		12	22%	▼	58%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		45	82%	▲	69%
Hispanic-Other		10	18%		8%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican				▼	11%
Unknown				▼	12%

Race

		#	%		State Avg
Black/African American		26	47%	▲	17%
White/Caucasian		24	44%	▼	62%
Multiple Races		4	7%		1%
Asian		1	2%		1%
Am. Indian/Native Alaskan					1%
Hawaiian/Other Pacific Islander					0%
Other				▼	12%
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

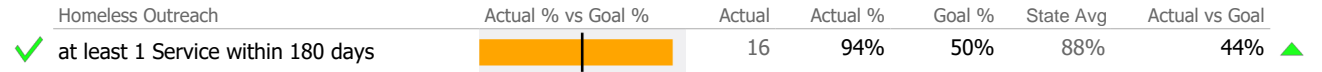Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	34	3%	▲
Admits	17	16	6%	
Discharges	16	17	-6%	
Service Hours	247	259	-5%	

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%	88%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	18	11%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	183	84	117%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		18	90%	85%	95%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	100%	90%	89%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
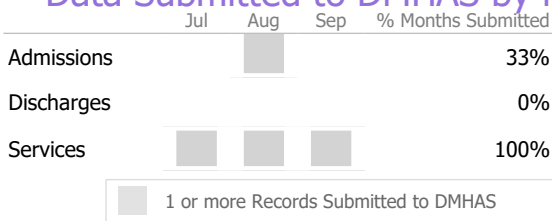
* State Avg based on Active Supportive Housing – Development Programs

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