

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	64	93	-31%	▼
	Admits	25	56	-55%	▼
	Discharges	26	54	-52%	▼
	Service Hours	339	1,008	-66%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	64	100.0%

Consumer Satisfaction Survey

(Based on 28 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Outcome		89%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	5	8%	20% ▼
35-44	11	17%	25%
45-54	20	31%	18% ▲
55-64	18	28%	19%
65+	10	16%	10%

Gender	#	%	State Avg
Female	50	78%	40% ▲
Male	14	22%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	53	83%	10% ▲
Non-Hispanic	11	17%	64% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			14% ▼

Race	#	%	State Avg
Black/African American	29	45%	17% ▲
White/Caucasian	21	33%	59% ▼
Multiple Races	13	20%	1% ▲
Asian	1	2%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Other			12% ▼
Unknown			9%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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 2023 - March 2024 (Data as of Jun 10, 2024)

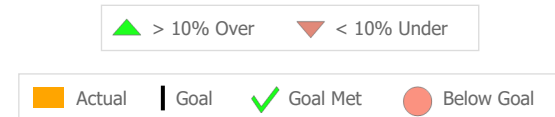
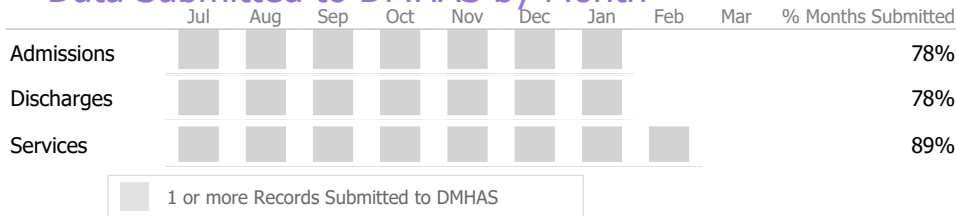
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	72	-44% ▼
Admits	20	54	-63% ▼
Discharges	21	53	-60% ▼
Service Hours	239	604	-60% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		20	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



* State Avg based on 58 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	5	2	150% ▲
Discharges	5	1	400% ▲
Service Hours	100	403	-75% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	93%	11% ▲

Service Utilization

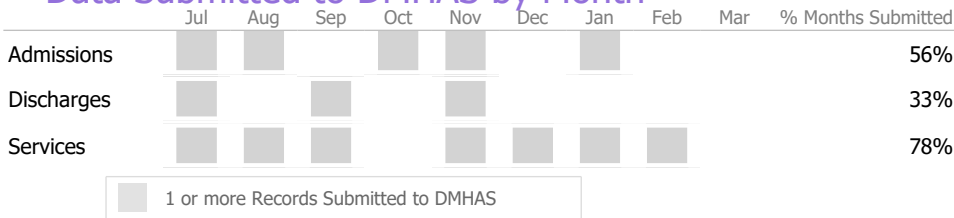
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

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

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