YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	83	108	-23%	▼
	Admits	44	73	-40%	▼
	Discharges	42	71	-41%	▼
	Service Hours	807	1,236	-35%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		83	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

Age	#	%	State Avg
18-25	2	2%	9%
26-34	5	6% ▼	20%
35-44	15	18%	25%
45-54	23	28%	18%
55-64	24	29% ▲	18%
65+	14	17%	9%

Gender

Gender	#	%	State Avg
Female	68	82% ▲	40%
Male	15	18% ▼	60%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Hispanic-Other	72	87% ▲	11%
Non-Hispanic	11	13% ▼	64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown		▼	15%

Race

Race	#	%	State Avg
Black/African American	35	42% ▲	17%
White/Caucasian	29	35% ▼	58%
Multiple Races	16	19% ▲	1%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Other	1	1% ▼	12%
Am. Indian/Native Alaskan			1%
Unknown			9%

▮ 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

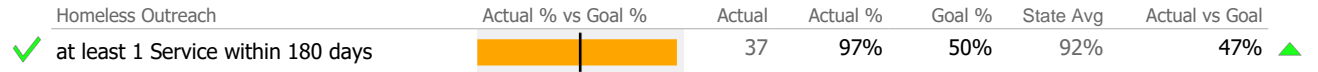Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
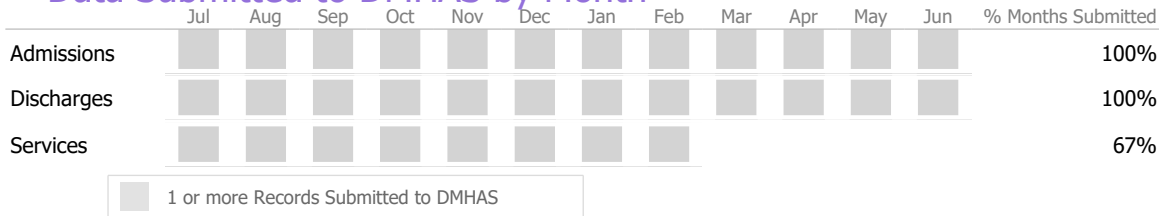Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	87	-33%	▼
Admits	38	71	-46%	▼
Discharges	37	69	-46%	▼
Service Hours	503	764	-34%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		37	97%	50%	92%	47%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢					67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 60 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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	21	19%	▲
Admits	6	2	200%	▲
Discharges	5	2	150%	▲
Service Hours	304	472	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		24	96%	85%	93%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	98%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■		■						42%
Discharges		■		■		■							25%
Services		■	■	■		■	■	■	■				58%

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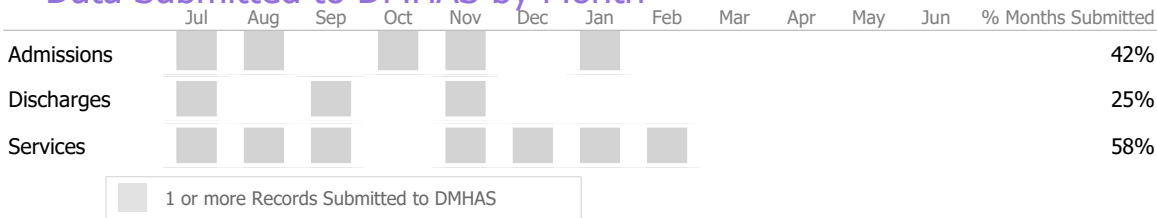
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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