YWCA of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	21	52	-60% ▼
	Admits	6	14	-57% ▼
	Discharges	14	16	-13% ▼
	Service Hours	96	163	-41% ▼

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

Consumer Satisfaction Survey (Based on 21 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		94%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	21	100.0%

Client Demographics

Age	#	%		State Avg
18-25				8%
26-34	2	10%		18%
35-44	2	10%	▼	24%
45-54	3	14%		18%
55-64	13	62%	▲	20%
65+	1	5%		12%

Gender	#	%	State Avg
Male	13	62%	58%
Female	8	38%	42%
Transgender/Other			0%

Ethnicity	#	%		State Avg
Hispanic-Other	21	100 %	▲	11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Non-Hispanic			▼	64%
Unknown			▼	14%

Race	#	%		State Avg
Multiple Races	10	48%	▲	1%
Black/African American	8	38%	▲	17%
White/Caucasian	2	10%	▼	59%
Asian	1	5%		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

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	21	0%	
Admits	-	2	-100%	▼
Discharges	1	3	-67%	▼
Service Hours	72	53	38%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		21	100%	85%	91%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	89%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	76%

Data Submitted to DMHAS for Month

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

■ 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