

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	116	72	61%	▲
	Admits	82	44	86%	▲
	Discharges	81	36	125%	▲
	Service Hours	1,523	3,425	-56%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	116	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	7%	10%
26-34	14	12%	22%
35-44	30	26%	23%
45-54	31	27%	18%
55-64	24	21%	18%
65+	9	8%	8%

Gender	#	%	State Avg
Female	100	88%	▲ 41%
Male	14	12%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	87	75%	68%
Hispanic-Other	24	21%	▲ 9%
Hisp-Puerto Rican	5	4%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 12%

Race	#	%	State Avg
Black/African American	67	58%	▲ 17%
White/Caucasian	38	33%	▼ 61%
Multiple Races	8	7%	1%
Other	2	2%	▼ 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

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 - June 2022 (Data as of Oct 03, 2022)

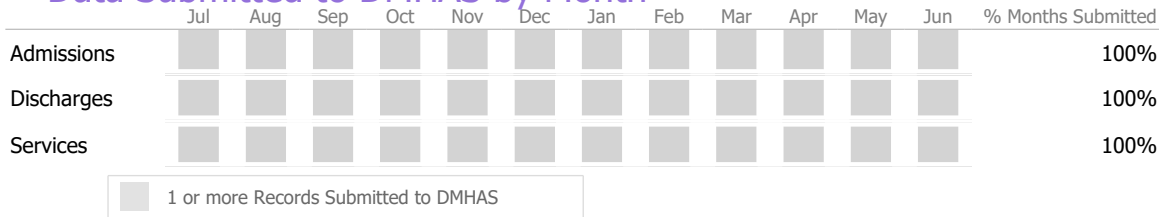
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	54	78% ▲
Admits	79	39	103% ▲
Discharges	79	36	119% ▲
Service Hours	1,004	3,122	-68% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		78	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	18	17% ▲
Admits	3	5	-40% ▼
Discharges	2	-	
Service Hours	519	303	71% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	95%	15% ▲

Service Utilization

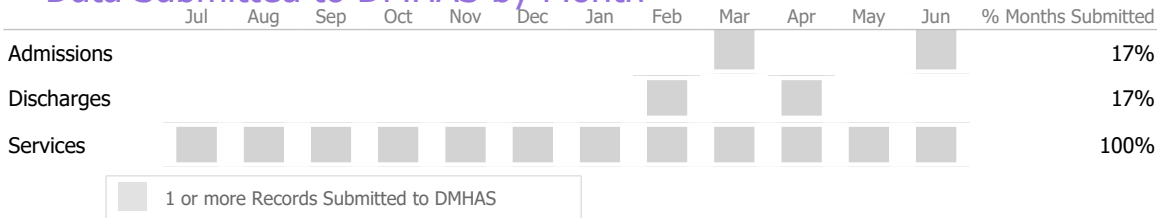
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

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