

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	108	116	-7%
	Admits	73	82	-11% ▼
	Discharges	71	81	-12% ▼
	Service Hours	1,236	1,523	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	108	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	5	5%	10%
26-34	18	17%	21%
35-44	15	14%	24%
45-54	30	28%	18%
55-64	28	26%	18%
65+	12	11%	9%

Gender	#	%	State Avg
Female	95	89%	▲ 41%
Male	12	11%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	84	78%	▲ 67%
Hispanic-Other	24	22%	▲ 9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			▼ 13%

Race	#	%	State Avg
Black/African American	58	54%	▲ 18%
White/Caucasian	44	41%	▼ 60%
Multiple Races	4	4%	1%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Other			▼ 12%
Unknown			7%

■ 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

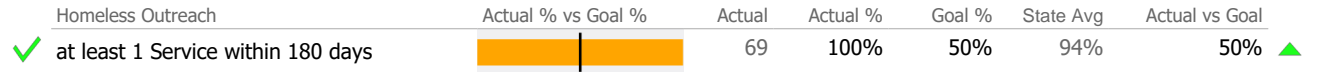
Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

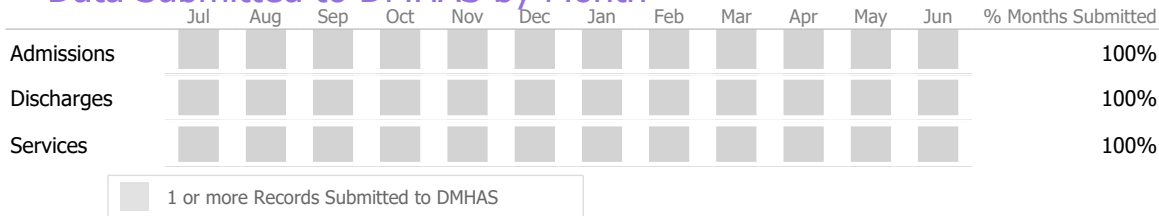
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	96	-9%
Admits	71	79	-10%
Discharges	69	79	-13% ▼
Service Hours	764	1,004	-24% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 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	21	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	472	519	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	85%	94%	1%

Service Utilization

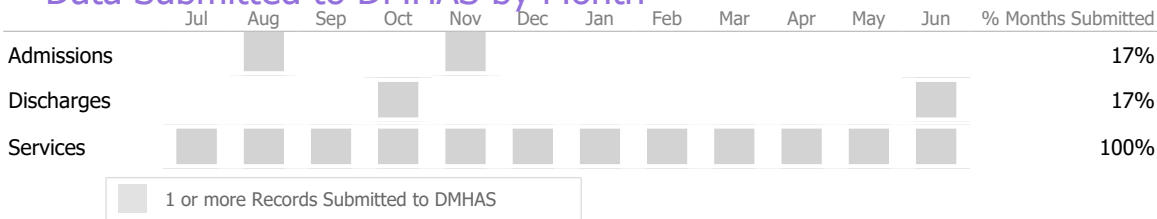
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

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