

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	53	55	-4%
	Admits	14	18	-22% ▼
	Discharges	15	16	-6%
	Service Hours	163	430	-62% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	53	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	0	0%	8%
26-34	4	8%	18%
35-44	8	15%	24%
45-54	16	30% ▲	19%
55-64	17	32% ▲	20%
65+	8	15%	11%

Gender	#	%	State Avg
Female	41	77% ▲	42%
Male	12	23% ▼	58%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Hispanic-Other	42	79% ▲	10%
Non-Hispanic	11	21% ▼	66%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Hisp-Puerto Rican	0	0%	11%
Unknown	0	0%	13%

Race	#	%	State Avg
Black/African American	22	42% ▲	17%
White/Caucasian	19	36% ▼	60%
Multiple Races	11	21% ▲	1%
Asian	1	2%	1%
Am. Indian/Native Alaskan	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Other	0	0%	12%
Unknown	0	0%	8%

■ 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

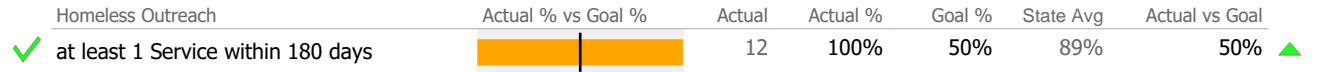
Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	12	17	-29% ▼
Discharges	12	16	-25% ▼
Service Hours	110	247	-55% ▼

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 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	20	5%
Admits	2	1	100% ▲
Discharges	3	-	
Service Hours	53	183	-71% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	95%	85%	91%	10%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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