

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	62	71	-13% ▼
	Admits	23	34	-32% ▼
	Discharges	24	34	-29% ▼
	Service Hours	266	758	-65% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	62	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	6%	19%
35-44	10	16%	24%
45-54	20	32%	18%
55-64	18	29%	19%
65+	10	16%	10%

Gender	#	%	State Avg
Female	48	77%	41%
Male	14	23%	59%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Hispanic-Other	51	82%	10%
Non-Hispanic	11	18%	65%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Hisp-Puerto Rican	0	0%	10%
Unknown	0	0%	14%

Race	#	%	State Avg
Black/African American	27	44%	17%
White/Caucasian	21	34%	60%
Multiple Races	13	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 - December 2023 (Data as of Mar 26, 2024)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	50	-22% ▼
Admits	19	32	-41% ▼
Discharges	19	33	-42% ▼
Service Hours	198	433	-54% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		19	100%	50%	92%	50% ▲

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 54 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	4	2	100% ▲
Discharges	5	1	400% ▲
Service Hours	68	324	-79% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	91%	85%	92%	6%

### Service Utilization

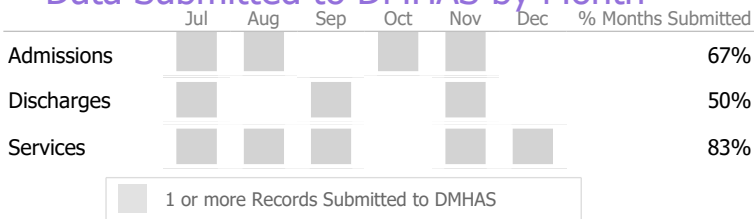
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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 68 Active Supportive Housing – Development Programs

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