My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	249	214	16%	▲
	Admits	27	36	-25%	▼
	Discharges	29	12	142%	▲
	Service Hours	3,441	3,697	-7%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	82	32.7%
	Case Management	76	30.3%
	Housing Services	74	29.5%
	Residential Services	19	7.6%

Consumer Satisfaction Survey   (Based on 58 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		100%	80%	93%
✔ Participation in Treatment		100%	80%	92%
✔ Overall		100%	80%	91%
✔ Respect		100%	80%	91%
✔ Access		100%	80%	88%
✔ General Satisfaction		98%	80%	92%
✔ Outcome		96%	80%	83%
✔ Recovery		94%	80%	79%

■ Satisfied %		Goal %	■ 0-80%	■ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	90	36%	▲	14%
26-34	26	10%	▼	24%
35-44	33	13%		20%
45-54	54	22%		22%
55-64	34	14%		16%
65+	11	4%		5%

Gender

Gender	#	%		State Avg
Female	144	58%	▲	40%
Male	104	42%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	170	68%	74%
Hisp-Puerto Rican	56	22%	12%
Hispanic-Other	15	6%	7%
Unknown	8	3%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

Race	#	%		State Avg
Black/African American	116	47%	▲	17%
White/Caucasian	82	33%	▼	65%
Other	42	17%		13%
Unknown	5	2%		3%
Asian	2	1%		1%
Am. Indian/Native Alaskan	1	0%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

■ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Housing Coordination 616266
My Sisters' Place
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	74	0%
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 6 Active Housing Coordination Programs

Mary Seymour Place 616290
My Sisters' Place
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	1	2	-50% ▼
Discharges	3	-	
Service Hours	1,239	1,249	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	87%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▪				11%
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 54 Active Supportive Housing – Development Programs

Residential Support 616260
My Sisters' Place
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
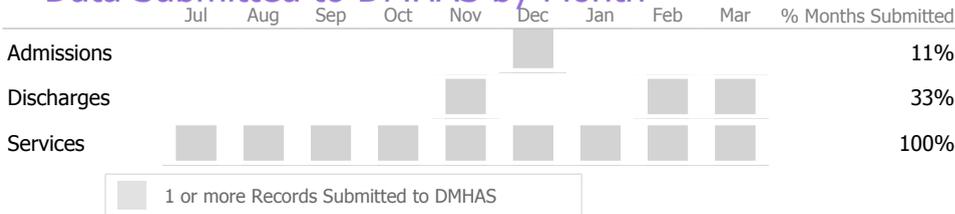
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	-	2	-100%	▼
Discharges	4	1	300%	▲
Service Hours	1,620	1,839	-12%	▼

Data Submission Quality

Data Entry	Actual % vs State	Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	96%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	89%
SA Screen Complete		N/A	89%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	88%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		16	84%	60%	88%	24%	▲
✔ Stable Living Situation		19	100%	85%	93%	15%	▲
🔴 Improved/Maintained Axis V GAF Score		17	89%	95%	77%	-6%	
🔴 Employed		1	5%	25%	13%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 |
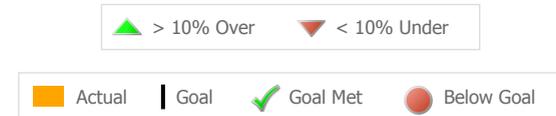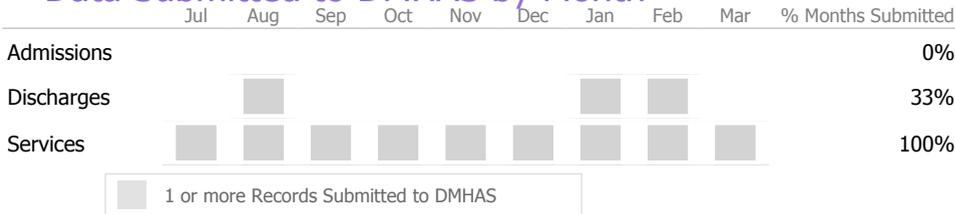
* State Avg based on 39 Active Residential Support Programs

Shelter Project Outreach616294
My Sisters' Place
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	28	64%	▲
Admits	18	16	13%	▲
Discharges	21	8	163%	▲
Service Hours	246	167	48%	▲

Service Engagement
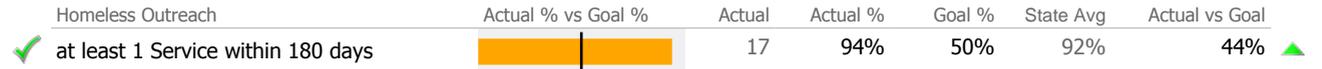
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		17	94%	50%	92%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪						44%
Discharges	▪	▪	▪	▪						44%
Services	▪	▪	▪	▪						44%

▫ 1 or more Records Submitted to DMHAS
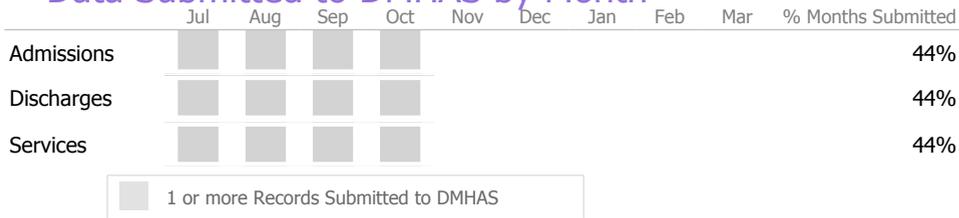
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Sue Ann Shay Place
My Sisters' Place
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	14	-14%	▼
Admits	-	3	-100%	▼
Discharges	1	3	-67%	▼
Service Hours	335	442	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		12	100%	85%	87%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges							▣			11%
Services	▣	▣	▣	▣			▣	▣	▣	78%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

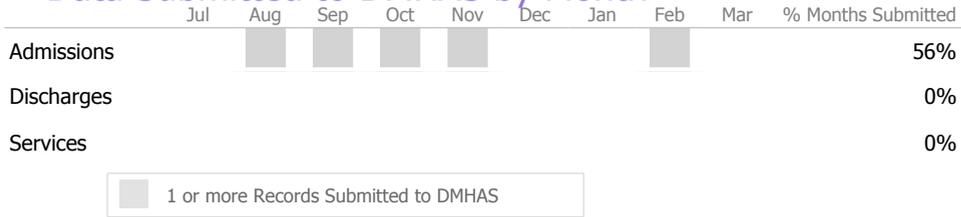🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

YAS Fiduciary
My Sisters' Place
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
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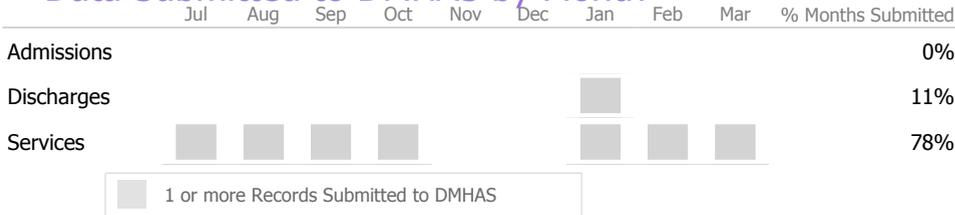
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	63	30%	▲
Admits	8	13	-38%	▼
Discharges	-	-		
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢			▢		56%
Discharges										0%
Services										0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Fiduciary Programs