My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	204	255	-20%	▼
	Admits	15	33	-55%	▼
	Discharges	27	65	-58%	▼
	Service Hours	3,592	4,406	-18%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	76	36.7%
	Housing Services	74	35.7%
	Case Management	35	16.9%
	Residential Services	22	10.6%

Consumer Satisfaction Survey   (Based on 40 FY17 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%
✓	General Satisfaction		97%	80%	92%
✓	Access		95%	80%	88%
✓	Respect		94%	80%	91%
✓	Recovery		85%	80%	79%
⬤	Outcome		76%	80%	83%

▮ Satisfied %	▎ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age		#	%		State Avg
18-25		70	34%	▲	13%
26-34		21	10%	▼	24%
35-44		30	15%		20%
45-54		38	19%		21%
55-64		32	16%		16%
65+		13	6%		5%

Gender		#	%		State Avg
Male		102	50%		60%
Female		101	50%		40%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		136	67%		72%
Hisp-Puerto Rican		53	26%	▲	12%
Hispanic-Other		9	4%		7%
Unknown		6	3%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race		#	%		State Avg
Black/African American		98	48%	▲	17%
White/Caucasian		59	29%	▼	64%
Other		38	19%		13%
Unknown		6	3%		4%
Asian		2	1%		1%
Am. Indian/Native Alaskan		1	0%		1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

▮ Unique Clients	▎ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

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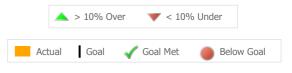Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

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	Apr	May	Jun	% 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
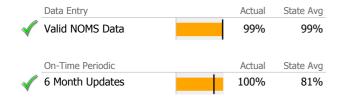Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	20	-10%	
Admits	2	3	-33%	▼
Discharges	2	4	-50%	▼
Service Hours	1,272	1,683	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		18	100%	85%	91%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪						17%
Discharges				▪						▪			17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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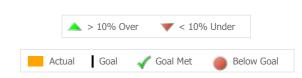
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Residential Support 616260
My Sisters' Place
Mental Health - Residential Services - Residential Support
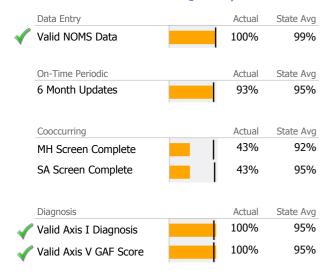
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
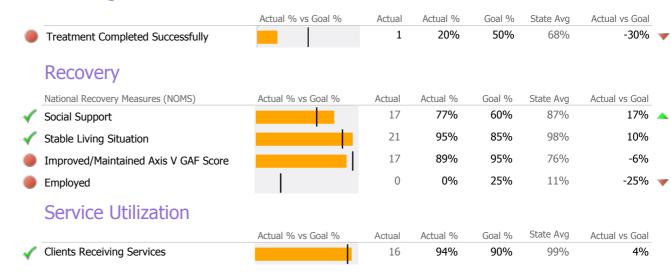Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	19	16%	▲
Admits	7	-		
Discharges	5	4	25%	▲
Service Hours	1,870	2,039	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		93%	95%

Cooccurring		Actual	State Avg
MH Screen Complete		43%	92%
SA Screen Complete		43%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	20%	50%	68%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		17	77%	60%	87%	17%	▲
✔ Stable Living Situation		21	95%	85%	98%	10%	
🔴 Improved/Maintained Axis V GAF Score		17	89%	95%	76%	-6%	
🔴 Employed		0	0%	25%	11%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	94%	90%	99%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪								▪	▪	42%
Discharges				▪	▪	▪	▪			▪			42%
Services	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	92%

▫ 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	46	-98%	▼
Admits	-	18	-100%	▼
Discharges	1	45	-98%	▼
Service Hours	-	246	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days		0	0%	50%	95%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges	▪												8%
Services													0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	13	23%	▲
Admits	6	1	500%	▲
Discharges	4	3	33%	▲
Service Hours	450	437	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		13	81%	85%	91%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	92%	90%	93%	2%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪			▪	▪				▪	33%
Discharges				▪		▪	▪						25%
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 Supportive Housing – Development Programs

YAS Fiduciary
My Sisters' Place
Mental Health - Other - Fiduciary
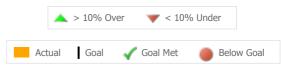
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	85	-11%	▼
Admits	-	11	-100%	▼
Discharges	15	9	67%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▢				▢					▢		25%
Services													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 3 Active Fiduciary Programs