My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	198	250	-21%	▼
	Admits	9	28	-68%	▼
	Discharges	20	47	-57%	▼
	Service Hours	2,371	3,441	-31%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	76	37.8%
	Housing Services	74	36.8%
	Case Management	32	15.9%
	Residential Services	19	9.5%

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	35%	▲	13%
26-34	20	10%	▼	24%
35-44	26	13%		20%
45-54	38	19%		21%
55-64	31	16%		17%
65+	13	7%		5%

Gender

	#	%	State Avg
Male	100	51%	60%
Female	97	49%	40%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	133	67%		73%
Hisp-Puerto Rican	50	25%	▲	12%
Hispanic-Other	9	5%		7%
Unknown	6	3%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
Black/African American	95	48%	▲	16%
White/Caucasian	59	30%	▼	64%
Other	35	18%		13%
Unknown	6	3%		4%
Asian	2	1%		1%
Am. Indian/Native Alaskan	1	1%		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
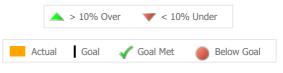Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 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	% 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
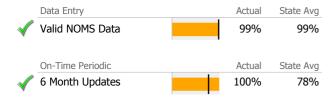Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	2	1	100%	▲
Discharges	1	3	-67%	▼
Service Hours	919	1,239	-26%	▼

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		17	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%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪				▪			22%
Discharges				▪						11%
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
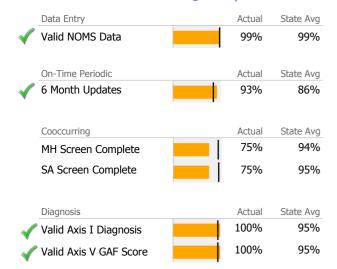Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
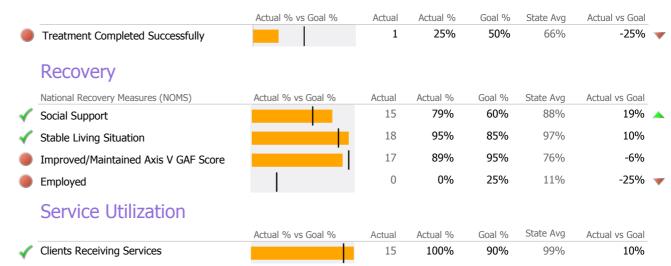Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	4	-	
Discharges	4	4	0%
Service Hours	1,141	1,620	-30% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	99%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		93%	86%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		75%	94%
SA Screen Complete		75%	95%

Diagnosis	Actual % vs Goal %	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	25%	50%	66%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	79%	60%	88%	19% ▲
✓ Stable Living Situation		18	95%	85%	97%	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		15	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪							33%
Discharges				▪	▪	▪	▪			44%
Services	▪	▪	▪	▪	▪		▪	▪	▪	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Legend: 🟧 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
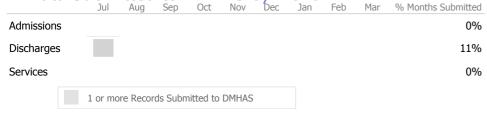Program Quality Dashboard
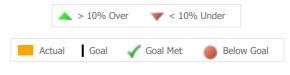Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	46	-98%	▼
Admits	-	18	-100%	▼
Discharges	1	39	-97%	▼
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%	94%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▢									11%
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
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	12	8%	
Admits	3	-		
Discharges	4	1	300%	▲
Service Hours	311	335	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		11	85%	85%	91%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▢			▢	▢		33%
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 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	83	-8%	
Admits	-	9	-100%	▼
Discharges	10	-		
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges		▓				▓				22%
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