My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	222	219	1%
	Admits	8	9	-11% ▼
	Discharges	8	15	-47% ▼
	Service Hours	534	374	43% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	101	45.3%
	Housing Services	74	33.2%
	Case Management	32	14.3%
	Residential Services	16	7.2%

Consumer Satisfaction Survey   (Based on 51 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		100%	80%	88%
✓	Participation in Treatment		98%	80%	92%
✓	General Satisfaction		98%	80%	92%
✓	Overall		98%	80%	91%
✓	Quality and Appropriateness		98%	80%	93%
✓	Respect		96%	80%	91%
✓	Outcome		88%	80%	83%
✓	Recovery		86%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

	#	%		State Avg
18-25	83	37%	▲	8%
26-34	29	13%		21%
35-44	26	12%		22%
45-54	30	14%		20%
55-64	37	17%		20%
65+	17	8%		9%

Gender

	#	%	State Avg
Male	115	52%	58%
Female	107	48%	42%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	153	69%		69%
Hisp-Puerto Rican	50	23%	▲	12%
Hispanic-Other	11	5%		8%
Unknown	8	4%		11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
Black/African American	108	49%	▲	16%
White/Caucasian	57	26%	▼	63%
Other	42	19%		13%
Unknown	11	5%		5%
Asian	3	1%		1%
Am. Indian/Native Alaskan	1	0%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Legend: Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 4 Active Housing Coordination Programs

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

Mary Seymour Place 616290
My Sisters' Place
Mental Health - Case Management - Supportive Housing – Development
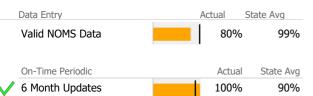
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	210	167	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		14	78%	90%	96%	-12% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 66 Active Supportive Housing – Development Programs

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

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	13	23%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	188	68	175%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	75%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		12	75%	60%	84%	15%	▲
✓ Stable Living Situation		16	100%	85%	98%	15%	▲
🔴 Employed		1	6%	25%	11%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	55%	-95%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	90%
SA Screen Complete		N/A	85%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%
✓ Valid Axis V GAF Score		100%	94%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		14	88%	90%	98%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 25 Active Residential Support Programs

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

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	8	63%	▲
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	99	-		

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%	93%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

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

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

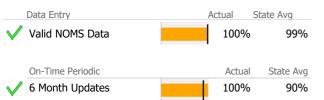Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	38	139	-73%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		13	100%	85%	93%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		13	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual	▐ Goal	✔ Goal Met	● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	100	1%	
Admits	8	6	33%	▲
Discharges	8	12	-33%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 5 Active Fiduciary Programs

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