My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	223	237	-6%
	Admits	25	38	-34% ▼
	Discharges	37	35	6%
	Service Hours	1,586	1,717	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	108	48.0%
	Housing Services	63	28.0%
	Case Management	35	15.6%
	Residential Services	19	8.4%

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%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	91	41%	▲	10%
26-34	32	14%		22%
35-44	23	10%	▼	23%
45-54	29	13%		19%
55-64	33	15%		19%
65+	15	7%		8%

Gender

Gender	#	%	State Avg
Male	115	52%	58%
Female	108	48%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	154	69%	69%
Hisp-Puerto Rican	49	22%	12%
Hispanic-Other	12	5%	8%
Unknown	8	4%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race

Race	#	%		State Avg
Black/African American	109	49%	▲	17%
White/Caucasian	57	26%	▼	62%
Other	41	18%		13%
Unknown	11	5%		6%
Asian	3	1%		1%
Am. Indian/Native Alaskan	1	0%		0%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

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

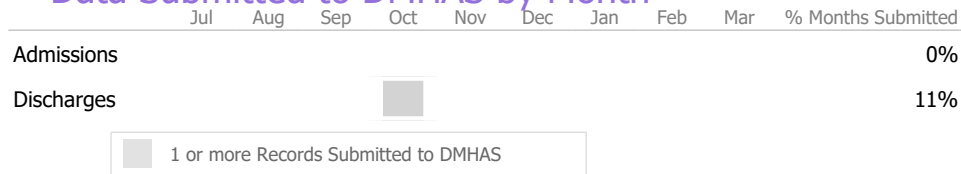Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	66	-5%	
Admits	-	-		
Discharges	1	3	-67%	▼

Data Submitted to DMHAS by Month

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

▢ 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	1	3	-67%	▼
Discharges	3	2	50%	▲
Service Hours	653	453	44%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	95%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	99%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▪		11%
Discharges					▪	▪		▪		33%
Services						▪	▪	▪	▪	44%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 65 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 - March 2021 (Data as of Jun 28, 2021)
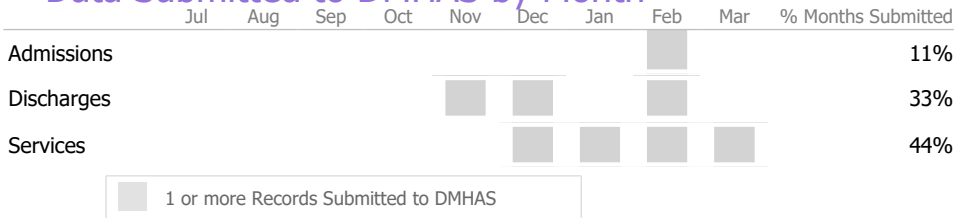
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	3	4	-25%	▼
Discharges	3	1	200%	▲
Service Hours	548	642	-15%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Co-occurring		Actual	State Avg
MH Screen Complete		67%	89%
SA Screen Complete		0%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▪	▪		▪		33%
Discharges				▪				▪		22%
Services							▪	▪	▪	33%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	78%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		14	74%	60%	84%	14%	▲
✓	Stable Living Situation		17	89%	85%	97%	4%	
●	Employed		1	5%	25%	11%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	98%	10%
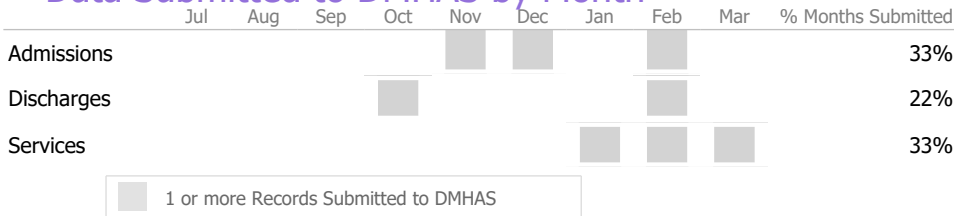
▲ > 10% Over   ▼ < 10% Under

■ 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	12	33%	▲
Admits	3	4	-25%	▼
Discharges	3	-		
Service Hours	237	16		

Service Engagement
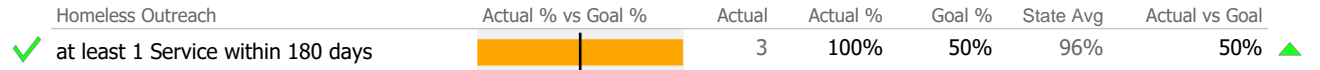
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		3	100%	50%	96%	50%	▲

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
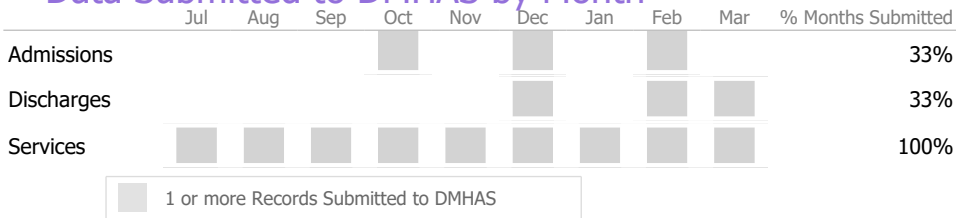
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	17	-6%	
Admits	3	3	0%	
Discharges	3	4	-25%	▼
Service Hours	149	605	-75%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		16	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	99%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪		▪		▪		33%
Discharges		▪						▪		22%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

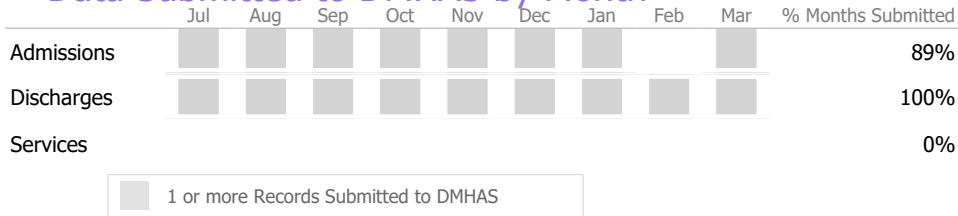| ▲ > 10% Over	▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 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 - March 2021 (Data as of Jun 28, 2021)
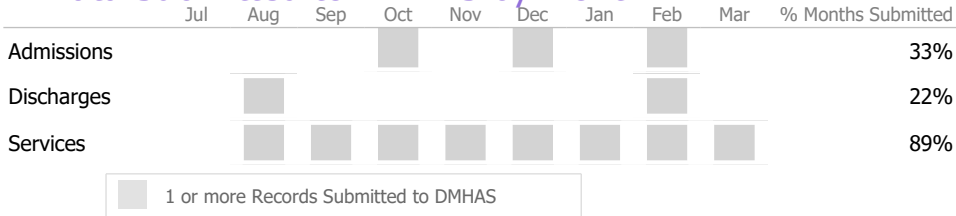
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	118	-8%	
Admits	15	24	-38%	▼
Discharges	24	25	-4%	
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	89%
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.