My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	234	242	-3%
	Admits	35	45	-22% ▼
	Discharges	45	41	10%
	Service Hours	2,135	2,431	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	116	49.2%
	Housing Services	63	26.7%
	Case Management	36	15.3%
	Residential Services	21	8.9%

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	99	42%	▲	10%
26-34	32	14%		22%
35-44	23	10%	▼	23%
45-54	30	13%		19%
55-64	34	15%		18%
65+	15	6%		7%

Gender

Gender	#	%	State Avg
Male	125	53%	59%
Female	109	47%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	162	69%		68%
Hisp-Puerto Rican	53	23%	▲	11%
Hispanic-Other	12	5%		8%
Unknown	7	3%		12%
Hispanic-Cuban				0%
Hispanic-Mexican				0%

Race

Race	#	%		State Avg
Black/African American	114	49%	▲	17%
White/Caucasian	60	26%	▼	61%
Other	44	19%		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

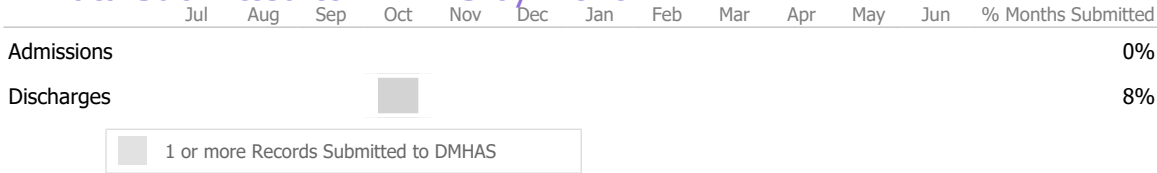Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges				▢									8%

▢ 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	1	3	-67%	▼
Discharges	3	2	50%	▲
Service Hours	863	631	37%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		19	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪					8%
Discharges					▪	▪		▪					25%
Services					▪	▪	▪	▪	▪	▪	▪		58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 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 - June 2021 (Data as of Sep 20, 2021)
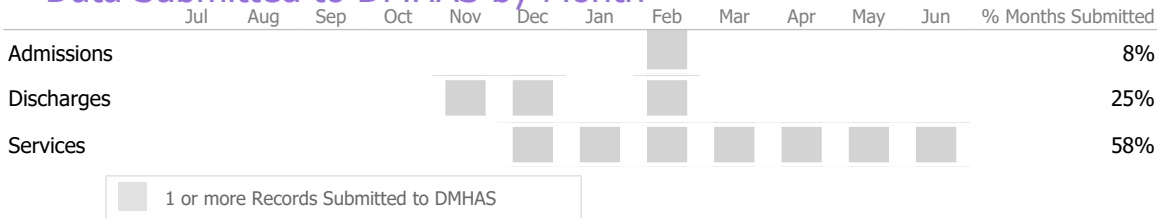
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	17	24%	▲
Admits	5	4	25%	▲
Discharges	4	1	300%	▲
Service Hours	784	1,009	-22%	▼

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
	MH Screen Complete	80%	89%
	SA Screen Complete	20%	92%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	77%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		15	71%	60%	82%	11%	▲
✓	Stable Living Situation		19	90%	85%	96%	5%	
🔴	Employed		1	5%	25%	11%	-20%	▼

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					▪	▪		▪					33%
Discharges				▪				▪			▪		25%
Services							▪	▪	▪	▪	▪		50%

▪ 1 or more Records Submitted to DMHAS
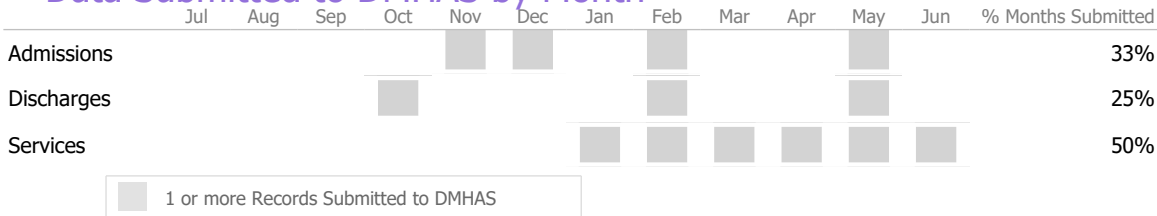
▲ > 10% Over   ▼ < 10% Under
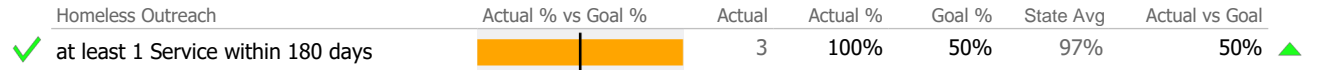
■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Residential Support Programs

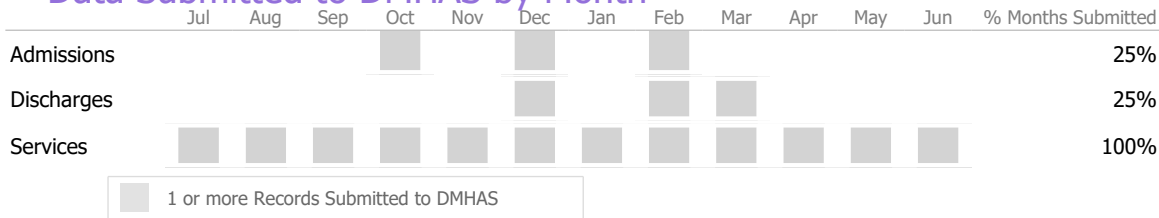Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	14	14%	▲
Admits	3	6	-50%	▼
Discharges	3	1	200%	▲
Service Hours	268	87		

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%	97%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢		▢		▢					25%
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 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	4	5	-20%	▼
Discharges	4	6	-33%	▼
Service Hours	220	704	-69%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		17	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		91%	93%
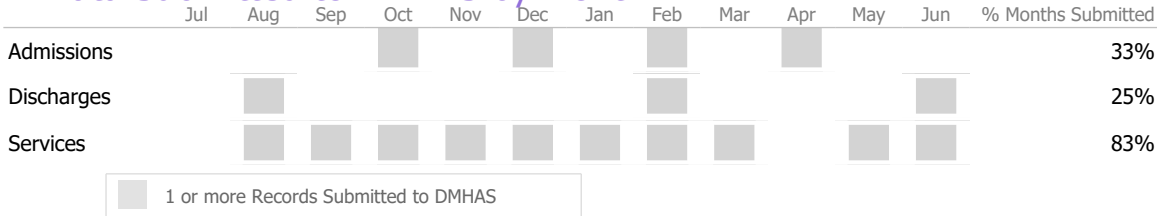
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢		▢		▢		▢			33%
Discharges		▢						▢			▢		25%
Services		▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▬ Actual | ▮ Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	121	-4%	
Admits	22	27	-19%	▼
Discharges	30	28	7%	
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services													0%

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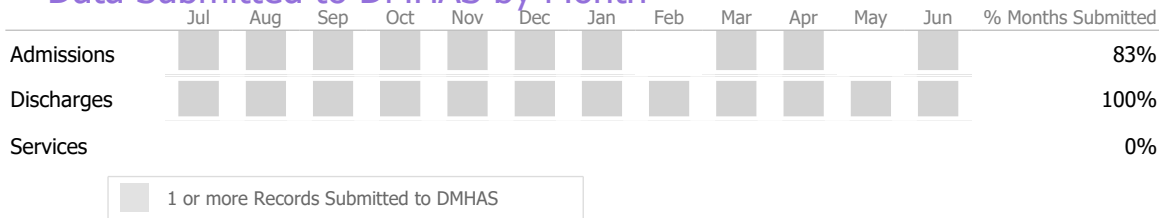
▲ > 10% Over   ▼ < 10% Under

◼ 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.