

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	104	221	-53%	▼
	Admits	6	38	-84%	▼
	Discharges	70	124	-44%	▼
	Service Hours	761	1,061	-28%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Housing Services	59	56.2%
	Case Management	31	29.5%
	Residential Services	15	14.3%

### Consumer Satisfaction Survey

(Based on 26 FY23 Surveys)

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

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

### Client Demographics

Age	#	%	State Avg
18-25	5	5%	9%
26-34	8	8%	20%
35-44	15	14%	25%
45-54	24	23%	18%
55-64	28	27%	18%
65+	24	23%	9%

Gender	#	%	State Avg
Female	56	54%	40%
Male	48	46%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	50	48%	11%
Non-Hispanic	45	43%	64%
Hisp-Puerto Rican	7	7%	10%
Unknown	2	2%	15%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	53	51%	17%
White/Caucasian	20	19%	58%
Other	19	18%	12%
Multiple Races	11	11%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

**Mary Seymour 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 2023 - June 2024 (Data as of Sep 10, 2024)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Service Hours	482	435	11% ▲

**Recovery**

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

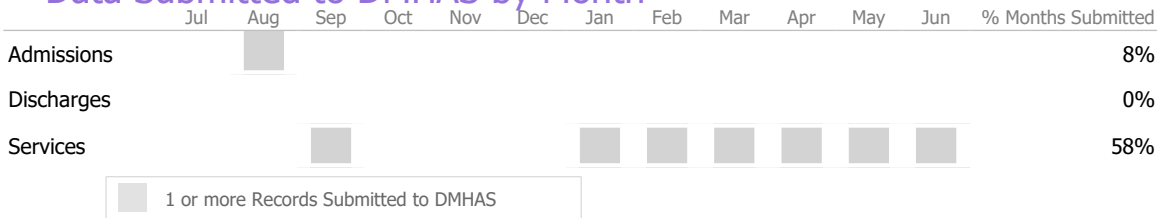
**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	98%	10%

**Data Submission Quality**

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

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

### Program Activity

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	85%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

### 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 118 Active Supportive Housing – Scattered Site Programs

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

# Residential Support

My Sisters' Place

Mental Health - Residential Services - Residential Support

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	2	4	-50% ▼
Discharges	2	6	-67% ▼
Service Hours	162	365	-56% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	87%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	67%	0%

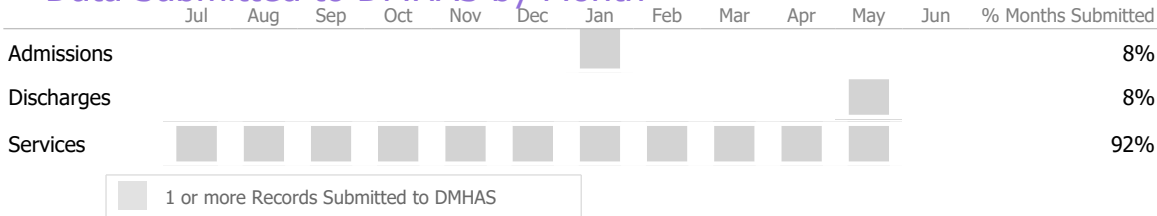
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	80%	60%	84%	20% ▲
Stable Living Situation		15	100%	85%	95%	15% ▲
Employed		1	7%	25%	18%	-18% ▼
Improved/Maintained Function Score		9	69%	95%	51%	-26% ▼

## Service Utilization

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

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Residential Support Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	1	5	-80% ▼
Discharges	3	3	0%
Service Hours	101	262	-61% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	93%	9%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

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