My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	216	223	-3%	
	Admits	8	10	-20%	▼
	Discharges	15	7	114%	▲
	Service Hours	281	1,197	-77%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Other		97	44.7%
	Housing Services		74	34.1%
	Case Management		33	15.2%
	Residential Services		13	6.0%

Consumer Satisfaction Survey   (Based on 30 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Access		100%	80%	88%
✓	Overall		97%	80%	91%
✓	Respect		96%	80%	91%
✓	Recovery		93%	80%	79%
✓	Outcome		89%	80%	83%

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

Client Demographics

Age		#	%		State Avg
18-25		81	38%	▲	9%
26-34		27	13%		22%
35-44		27	13%		21%
45-54		31	14%		20%
55-64		35	16%		20%
65+		15	7%		7%

Gender		#	%	State Avg
Male		116	54%	59%
Female		100	46%	41%
Transgender				0%

Ethnicity		#	%		State Avg
Non-Hispanic		146	68%		71%
Hisp-Puerto Rican		51	24%	▲	12%
Hispanic-Other		12	6%		7%
Unknown		7	3%		9%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race		#	%		State Avg
Black/African American		108	50%	▲	16%
White/Caucasian		59	27%	▼	64%
Other		39	18%		13%
Unknown		6	3%		5%
Am. Indian/Native Alaskan		2	1%		1%
Asian		2	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 2019 - September 2019 (Data as of Dec 27, 2019)

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

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	1	-		
Discharges	2	-		
Service Hours	142	442	-68%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	94%	85%	88%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	94%	90%	92%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▨		33%
Discharges		▨		33%
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

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	18	-28%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	-	564	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	99%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	92%
SA Screen Complete		N/A	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%
✓ Valid Axis V GAF Score		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
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		N/A	N/A	50%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	92%	60%	83%	32% ▲
✓ Stable Living Situation		13	100%	85%	98%	15% ▲
● Employed		1	8%	25%	11%	-17% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	58%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	96%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 25 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

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

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 45 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
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	14	7%	
Admits	1	2	-50%	▼
Discharges	1	-		
Service Hours	139	192	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	88%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 66 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 2019 - September 2019 (Data as of Dec 27, 2019)
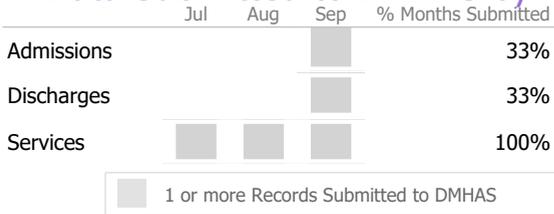
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	104	-7%
Admits	6	7	-14% ▼
Discharges	12	7	71% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
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