My Sisters' Place
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	231	235	-2%	
	Admits	24	21	14%	▲
	Discharges	27	19	42%	▲
	Service Hours	535	2,244	-76%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	110	47.4%
	Housing Services	74	31.9%
	Case Management	35	15.1%
	Residential Services	13	5.6%

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

Age		#	%		State Avg
18-25		94	41%	▲	10%
26-34		28	12%	▼	23%
35-44		27	12%		22%
45-54		32	14%		20%
55-64		35	15%		19%
65+		15	6%		7%

Gender

Gender		#	%	State Avg
Male		124	54%	60%
Female		107	46%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		158	68%		70%
Hisp-Puerto Rican		54	23%	▲	12%
Hispanic-Other		12	5%		8%
Unknown		7	3%		9%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
Black/African American		119	52%	▲	17%
White/Caucasian		61	26%	▼	63%
Other		40	17%		13%
Unknown		7	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 - December 2019   (Data as of Apr 06, 2020)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	17	6%	
Admits	1	1	0%	
Discharges	2	1	100%	▲
Service Hours	142	907	-84%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	90%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	95%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%
Services							33%

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 - December 2019 (Data as of Apr 06, 2020)
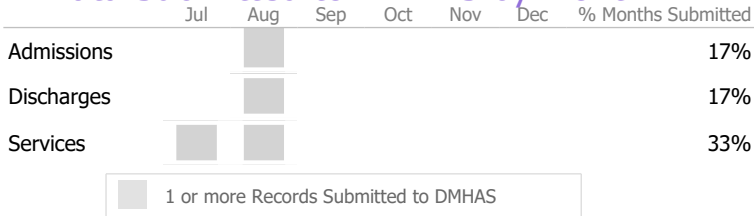
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	20	-35%	▼
Admits	-	3	-100%	▼
Discharges	1	3	-67%	▼
Service Hours	-	1,062	-100%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	98%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	94%
SA Screen Complete		N/A	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	94%
✔ Valid Axis V GAF Score		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				▪			17%
Services		▪					17%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	50%	85%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		13	100%	60%	84%	40%	▲
✔	Stable Living Situation		13	100%	85%	98%	15%	▲
●	Employed		1	8%	25%	11%	-17%	▼
●	Improved/Maintained Axis V GAF Score		1	8%	95%	56%	-87%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	97%	N/A	▼
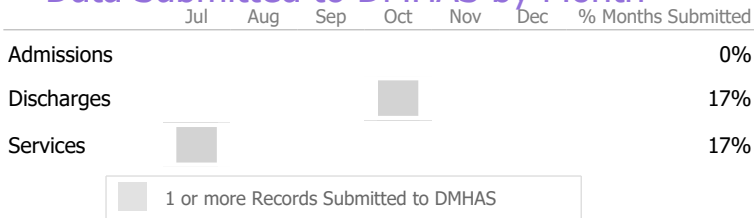
▲ > 10% Over   ▼ < 10% Under

■ 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 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	3	167%	▲
Admits	3	-		
Discharges	-	-		
Service Hours	-	-		

Service Engagement
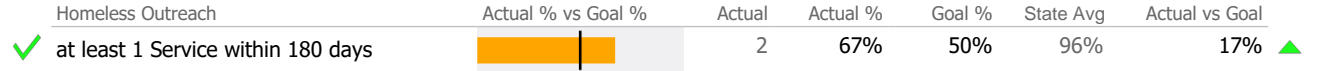
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		2	67%	50%	96%	17%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▣		▣	▣	50%
Discharges							0%
Services							0%

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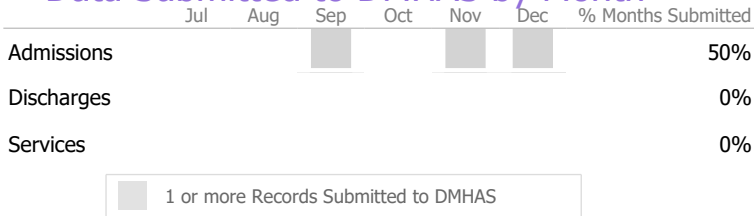
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 46 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 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	14	21%	▲
Admits	3	2	50%	▲
Discharges	4	-		
Service Hours	393	274	43%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		15	88%	85%	90%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	92%	90%	95%	2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

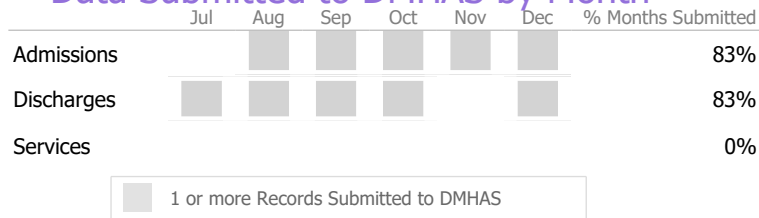|	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢		▢	▢	50%
Discharges			▢		▢	▢	50%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 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 - December 2019 (Data as of Apr 06, 2020)
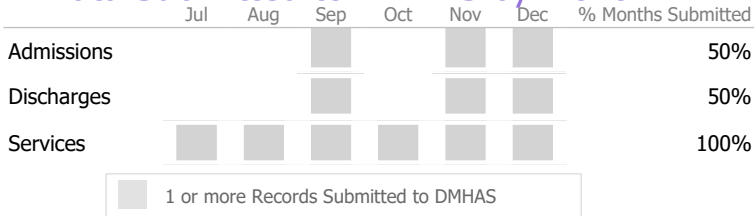
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	113	-3%	
Admits	17	15	13%	▲
Discharges	20	15	33%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢	▢	83%
Discharges	▢	▢	▢	▢		▢	83%
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