

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	207	209	-1%
	Admits	23	17	35% ▲
	Discharges	29	18	61% ▲
	Service Hours	630	929	-32% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Other	100	48.1%
	Housing Services	59	28.4%
	Case Management	33	15.9%
	Residential Services	16	7.7%

Consumer Satisfaction Survey

(Based on 20 FY22 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%
✓ Respect		100%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		87%	80%	88%
✓ Recovery		81%	80%	79%
● Outcome		77%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	87	42%	▲ 9%
26-34	30	14%	20%
35-44	14	7%	▼ 24%
45-54	22	11%	18%
55-64	33	16%	20%
65+	21	10%	9%

Gender	#	%	State Avg
Male	116	56%	58%
Female	90	44%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	147	71%	69%
Hisp-Puerto Rican	44	21%	11%
Hispanic-Other	12	6%	8%
Unknown	3	1%	11%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	95	46%	▲ 17%
White/Caucasian	53	26%	▼ 62%
Other	43	21%	13%
Unknown	9	4%	6%
Asian	4	2%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	1	0%	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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	59	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 3 Active Housing Coordination Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	264	308	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	96%	15% ▲

Service Utilization

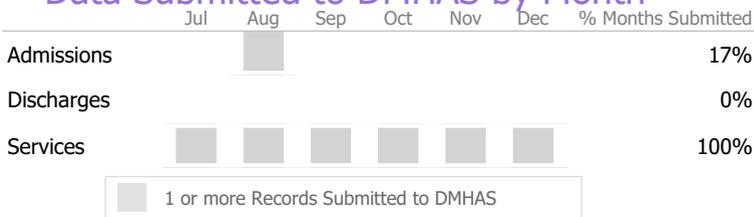
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 64 Active Supportive Housing – Development Programs

Variances 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	2	-50% ▼
Discharges	3	-	
Service Hours	196	309	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	50%	81%	-17% ▼

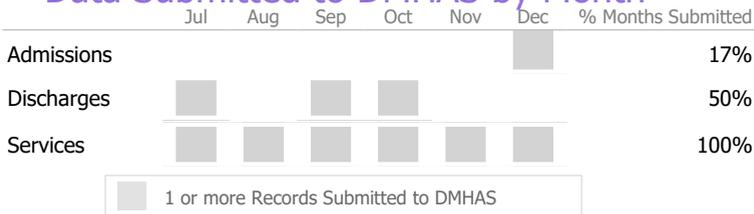
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	81%	60%	84%	21% ▲
✓ Stable Living Situation		16	100%	85%	95%	15% ▲
● Employed		3	19%	25%	15%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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	13	15	-13% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	-	74	-100% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 49 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	171	238	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	96%	15% ▲

Service Utilization

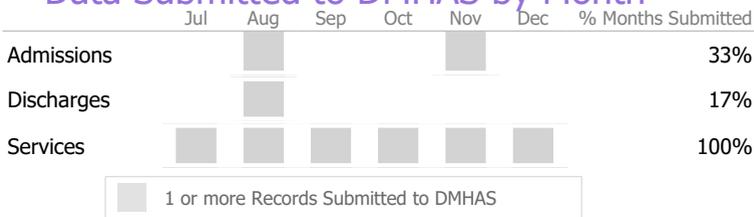
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

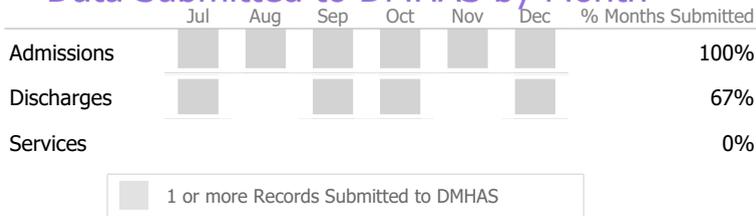
* State Avg based on 64 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	100	0%
Admits	19	11	73% ▲
Discharges	24	12	100% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Fiduciary Programs