

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	175	233	-25% ▼
	Admits	16	86	-81% ▼
	Discharges	13	77	-83% ▼
	Service Hours	4,775	5,972	-20% ▼
	Bed Days	360	682	-47% ▼

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

Consumer Satisfaction Survey (Based on 56 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ Overall		89%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ Recovery		82%	80%	79%
● Respect		79%	80%	91%
● Outcome		78%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	76	43.2%
	Housing Services	74	42.0%
	Residential Services	19	10.8%
Addiction	Residential Services	7	4.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	17	10%	16%	Female	122	70%	▲ 40%	
26-34	36	21%	24%	Male	53	30%	▼ 60%	
35-44	40	23%	19%	Race	Black/African American	93	53%	▲ 17%
45-54	46	26%	23%		White/Caucasian	47	27%	▼ 66%
55-64	28	16%	14%		Other	22	13%	13%
65+	8	5%	4%		Multiple Races	9	5%	1%
					Am. Indian/Native Alaskan	3	2%	1%
Ethnicity	Non-Hispanic	126	72%	75%	Asian	1	1%	1%
	Hisp-Puerto Rican	34	19%	12%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Other	12	7%	6%	Unknown			3%
	Unknown	2	1%	6%				
Hispanic-Mexican	1	1%	1%					
Hispanic-Cuban			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 2014 - June 2015 (Data as of Sep 17, 2015)

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	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 5 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	-	4	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	1,729	2,131	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	93%	15% ▲

Service Utilization

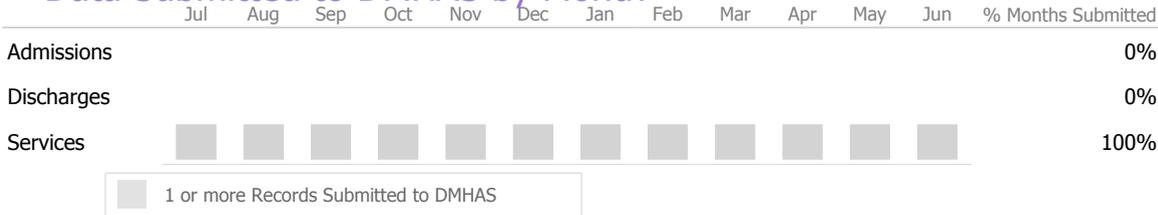
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	21	-10%
Admits	6	5	20% ▲
Discharges	1	8	-88% ▼
Service Hours	2,108	2,575	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	65%	50% ▲

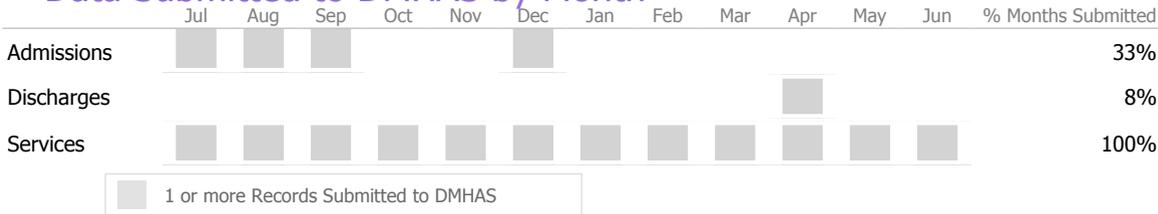
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	89%	60%	88%	29% ▲
Stable Living Situation		19	100%	85%	94%	15% ▲
Improved/Maintained Axis V GAF Score		19	100%	95%	72%	5%
Employed		0	0%	25%	12%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	58	-21% ▼
Admits	-	26	-100% ▼
Discharges	-	12	-100% ▼
Service Hours	-	141	-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%	92%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	5	3	67% ▲
Discharges	5	5	0%
Service Hours	937	1,125	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	93%	15% ▲

Service Utilization

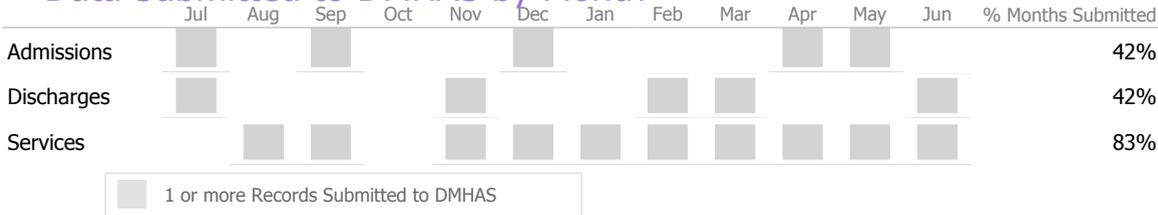
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

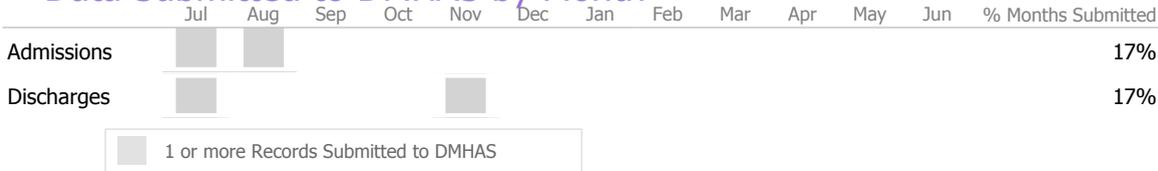
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	51	-86% ▼
Admits	5	48	-90% ▼
Discharges	7	49	-86% ▼
Bed Days	360	682	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	0%

Data Submitted to DMHAS by Month



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Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Supported Recovery Houses Programs