

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	233	228	2%
	Admits	86	103	-17% ▼
	Discharges	76	80	-5%
	Service Hours	5,969	5,986	0%
	Bed Days	2,692	2,908	-7%

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

Consumer Satisfaction Survey (Based on 41 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		90%	80%	79%
✓ Outcome		87%	80%	83%
✓ Respect		86%	80%	91%

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	90	38.1%
	Housing Services	74	31.4%
	Residential Services	21	8.9%
Addiction	Residential Services	51	21.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	29	12%	16%	Female	177	76%	▲ 40%	
26-34	54	23%	23%	Male	56	24%	▼ 60%	
35-44	54	23%	20%	Race	Black/African American	114	49%	▲ 17%
45-54	58	25%	24%		White/Caucasian	77	33%	▼ 65%
55-64	32	14%	14%		Other	22	9%	14%
65+	6	3%	4%		Multiple Races	18	8%	1%
Ethnicity	Non-Hispanic	170	73%	75%	Am. Indian/Native Alaskan	1	0%	1%
	Hisp-Puerto Rican	52	22%	12%	Asian	1	0%	1%
	Hispanic-Other	8	3%	6%	Hawaiian/Other Pacific Islander			0%
	Unknown	2	1%	6%	Unknown			3%
Hispanic-Mexican	1	0%	0%					
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 2013 - June 2014 (Data as of Sep 16, 2014)

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	19	19	0%
Admits	4	3	33% ▲
Discharges	3	4	-25% ▼
Service Hours	2,131	2,205	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	90%	10%

Service Utilization

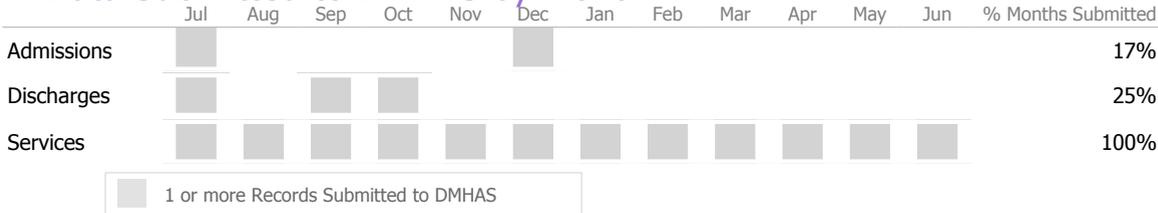
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	5	7	-29% ▼
Discharges	8	5	60% ▲
Service Hours	2,575	3,419	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	97%
Valid Axis V GAF Score	95%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	50%	70%	36% ▲

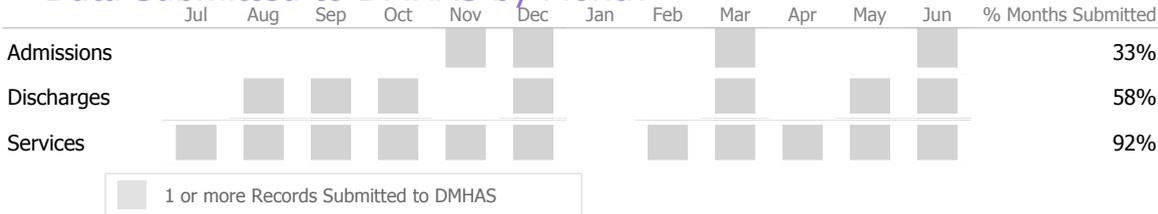
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	90%	60%	86%	30% ▲
Stable Living Situation		20	95%	85%	93%	10%
Improved/Maintained Axis V GAF Score		17	94%	95%	68%	-1%
Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

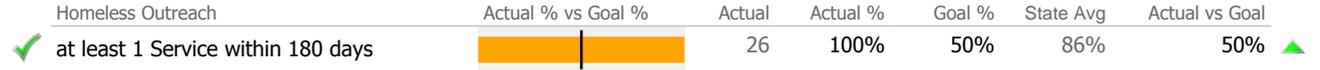
Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 52 Active Residential Support Programs

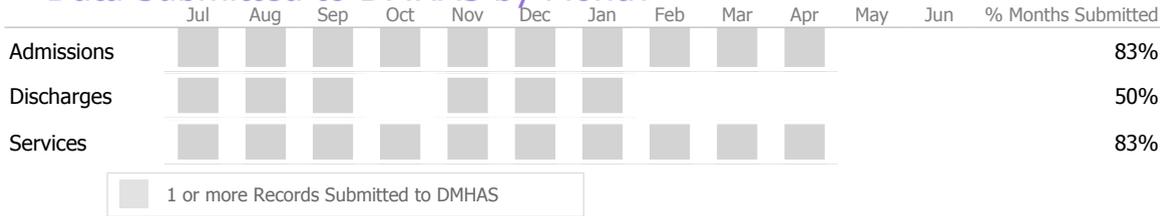
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	47	23% ▲
Admits	26	30	-13% ▼
Discharges	12	15	-20% ▼
Service Hours	141	207	-32% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	13	23% ▲
Admits	3	13	-77% ▼
Discharges	5	-	
Service Hours	1,122	155	624% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

Service Utilization

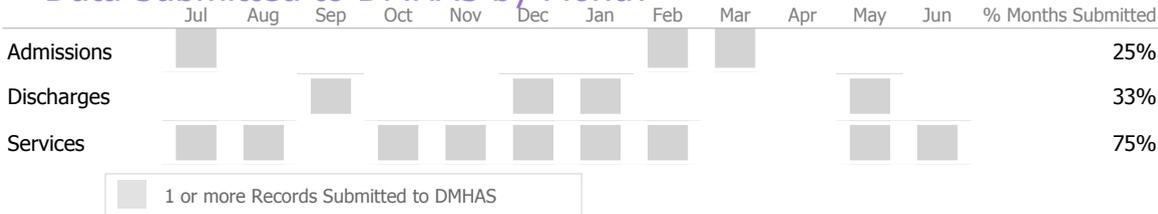
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	58	-12% ▼
Admits	48	50	-4%
Discharges	48	56	-14% ▼
Bed Days	2,692	2,908	-7%

Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Supported Recovery Houses Programs