Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	310	365	-15%	▼
	Admits	206	259	-20%	▼
	Discharges	208	279	-25%	▼
	Service Hours	11,351	9,587	18%	▲
	Bed Days	12,218	11,322	8%	

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

Consumer Satisfaction Survey   (Based on 121 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		89%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		84%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	132	42.6%
	Crisis Services	47	15.2%
	Residential Services	19	6.1%
Addiction			
	Residential Services	66	21.3%
	Other	55	17.7%

Client Demographics

Age

	#	%		State Avg
18-25	27	9%		17%
26-34	35	11%	▼	22%
35-44	62	20%		20%
45-54	109	35%	▲	24%
55-64	63	20%		13%
65+	14	5%		4%

Gender

	#	%		State Avg
Male	162	52%		60%
Female	148	48%		40%

Ethnicity

	#	%	State Avg
Non-Hispanic	226	73%	74%
Hisp-Puerto Rican	61	20%	12%
Hispanic-Other	12	4%	7%
Unknown	10	3%	7%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race

	#	%		State Avg
Black/African American	169	55%	▲	17%
White/Caucasian	96	31%	▼	64%
Other	33	11%		15%
Unknown	6	2%		2%
Am. Indian/Native Alaskan	2	1%		1%
Hawaiian/Other Pacific Islander	2	1%		0%
Asian	1	0%		1%
Multiple Races	1	0%		1%

Unique Clients ▮ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Community Respite 615201
Mercy Housing and Shelter Corporation
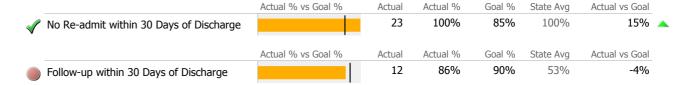Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	34	-12%	▼
Admits	24	32	-25%	▼
Discharges	23	29	-21%	▼
Bed Days	1,917	1,520	26%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		23	100%	85%	100%	15%	▲
●	Follow-up within 30 Days of Discharge		12	86%	90%	53%	-4%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		6	102 days	0.2	88%	90%	96%	-2%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢		▢	▢	▢	▢	▢	▢	▢		▢	83%
Discharges	▢			▢	▢	▢	▢	▢	▢		▢	▢	75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 9 Active Respite Bed Programs
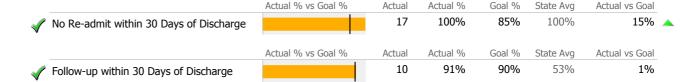
Crisis Respite 615202
Mercy Housing and Shelter Corporation
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
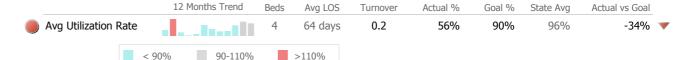Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	25	-28%	▼
Admits	17	20	-15%	▼
Discharges	17	24	-29%	▼
Bed Days	811	430	89%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ No Re-admit within 30 Days of Discharge		17	100%	85%	100%	15%	▲
✓ Follow-up within 30 Days of Discharge		10	91%	90%	53%	1%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		4	64 days	0.2	56%	90%	96%	-34%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 9 Active Respite Bed Programs

Homeless Outreach 615294
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
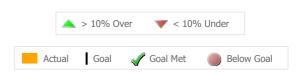Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	146	-23%	▼
Admits	96	128	-25%	▼
Discharges	94	143	-34%	▼
Service Hours	506	525	-4%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		95	100%	50%	79%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Mercy House 903832
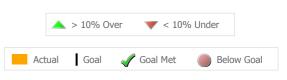Mercy Housing and Shelter Corporation
Addiction - Residential Services - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	10	11	-9%
Discharges	11	10	10%
Bed Days	2,798	2,755	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▮	▮	▮	▮	▮		▮		▮	58%
Discharges			▮	▮	▮		▮	▮	▮	▮		▮	67%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 4 Active Other Programs

Next Step Supportive Hsg615551
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	457	312	47% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		10	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		70%	72%

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	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Next Step Supportive Hsg615553
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	2	-		
Discharges	2	2	0%	
Service Hours	338	260	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		9	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		71%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢									17%
Discharges										▢			8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Recovery House 903737
Mercy Housing and Shelter Corporation
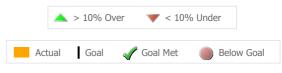Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	60	-17%	▼
Admits	45	54	-17%	▼
Discharges	45	54	-17%	▼
Bed Days	2,503	2,594	-4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Supportive Housing CM 903200
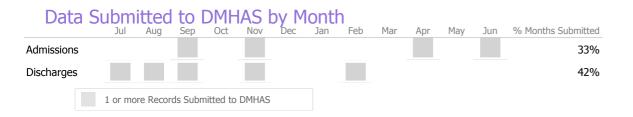Mercy Housing and Shelter Corporation
Addiction - Other - Screening

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	57	-5%	
Admits	5	5	0%	
Discharges	9	8	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▨		▨					▨		▨	33%
Discharges	▨	▨	▨		▨			▨					42%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 7 Active Screening Programs

The Residence 615250
Mercy Housing and Shelter Corporation
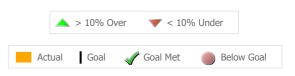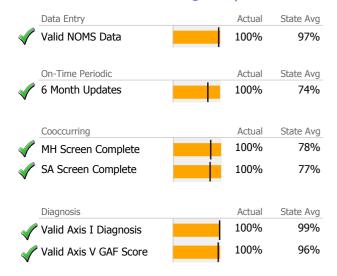Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
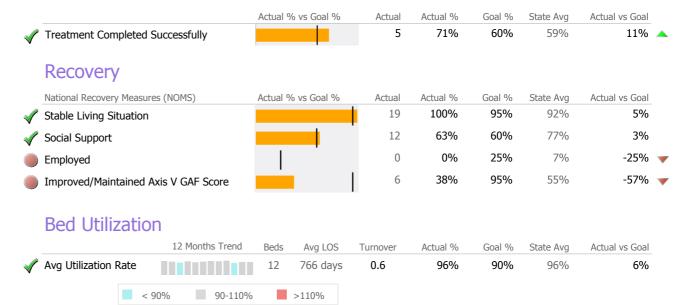Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	21	-10%	
Admits	7	9	-22%	▼
Discharges	7	9	-22%	▼
Bed Days	4,189	4,023	4%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	74%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	71%	60%	59%	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		19	100%	95%	92%	5%	
✓ Social Support		12	63%	60%	77%	3%	
● Employed		0	0%	25%	7%	-25%	▼
● Improved/Maintained Axis V GAF Score		6	38%	95%	55%	-57%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	766 days	0.6	96%	90%	96%	6%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■		■	■	■		■	■		■		58%
Discharges	■		■	■	■			■			■		50%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs