Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	302	345	-12%	▼
	Admits	141	158	-11%	▼
	Discharges	138	163	-15%	▼
	Service Hours	4,047	5,453	-26%	▼
	Bed Days	10,971	11,939	-8%	

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

Consumer Satisfaction Survey   (Based on 142 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		94%	80%	91%
✔	Quality and Appropriateness		93%	80%	93%
✔	General Satisfaction		93%	80%	92%
✔	Respect		90%	80%	91%
✔	Participation in Treatment		90%	80%	92%
✔	Access		89%	80%	88%
✔	Recovery		85%	80%	79%
✔	Outcome		84%	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		146	48.0%
	Crisis Services		29	9.5%
	Residential Services		16	5.3%
Addiction				
	Residential Services		61	20.1%
	Case Management		52	17.1%

Client Demographics

Age

Age		#	%	State Avg
18-25		15	5%	13%
26-34		50	17%	24%
35-44		70	23%	20%
45-54		85	28%	21%
55-64		70	23%	16%
65+		12	4%	5%

Gender

Gender		#	%	State Avg
Male		168	56%	60%
Female		134	44%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		231	76%	72%
Hisp-Puerto Rican		42	14%	12%
Hispanic-Other		28	9%	7%
Unknown		1	0%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%		State Avg
Black/African American		169	56%	▲	17%
White/Caucasian		90	30%	▼	64%
Other		35	12%		13%
Unknown		5	2%		4%
Am. Indian/Native Alaskan		1	0%		1%
Asian		1	0%		1%
Hawaiian/Other Pacific Islander		1	0%		0%
Multiple Races					1%

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

BOS 193 Units Middletown
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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	1	2	-50%	▼
Discharges	1	3	-67%	▼
Service Hours	280	672	-58%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		14	93%	85%	85%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		14	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▉									8%
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 74 Active Supportive Housing – Scattered Site Programs

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 2017 - June 2018 (Data as of Sep 18, 2018)
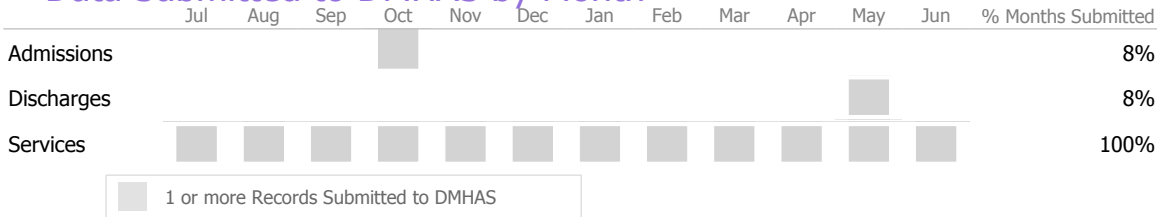
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	25	24	4%
Discharges	24	25	-4%
Bed Days	1,632	1,522	7%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		23	96%	85%	86%	11%	▲
✔	Follow-up within 30 Days of Discharge		13	93%	90%	79%	3%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	75 days	0.1	75%	90%	67%	-15%	▼

■ < 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													100%
Discharges													100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

Hartford Supportive Housing 9 203
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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	274	419	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		10	100%	85%	85%	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%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		60%	85%

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%

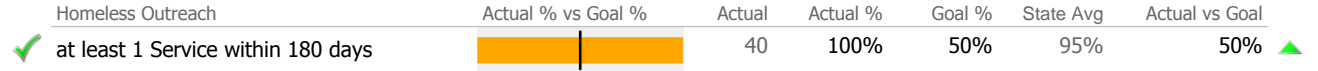1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs
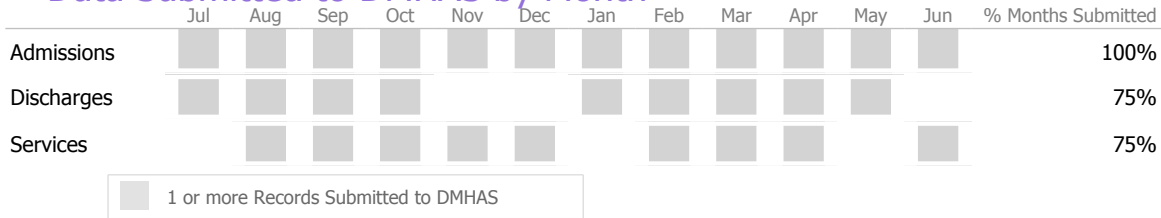
Homeless Outreach 615294
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	74	-12%	▼
Admits	41	52	-21%	▼
Discharges	40	50	-20%	▼
Service Hours	406	470	-13%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		40	100%	50%	95%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	100%
Discharges	▪	▪	▪	▪			▪	▪	▪	▪			75%
Services		▪	▪	▪	▪	▪		▪	▪	▪		▪	75%

▪ 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 - AIDS Residential

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	11	12	-8%
Discharges	12	11	9%
Bed Days	2,883	2,961	-3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	95%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		7	58%	85%	42%	-27% ▼
●	Follow-up within 30 Days of Discharge		0	0%	90%	14%	-90% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Self Help		8	40%	60%	63%	-20% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		9	393 days	0.2	88%	90%	91%	-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	▢		▢	▢		▢	▢	▢	▢	▢	▢		75%
Discharges	▢	▢	▢	▢			▢		▢	▢	▢		75%

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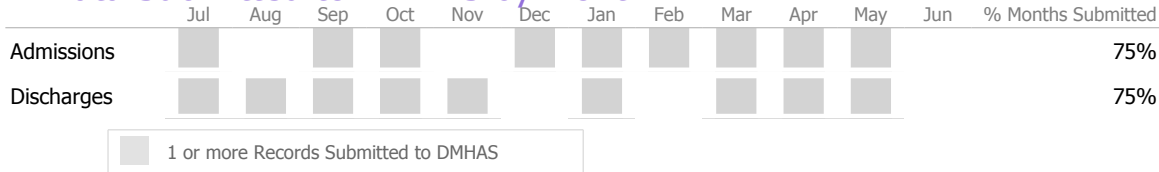
▲ > 10% Over   ▼ < 10% Under

▨ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 3 Active AIDS Residential Programs

Middletown Supportive Housing HUD 22
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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	2	2	0%
Discharges	3	-	
Service Hours	814	892	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	88%	85%	85%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪		▪		17%
Discharges				▪			▪				▪		25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

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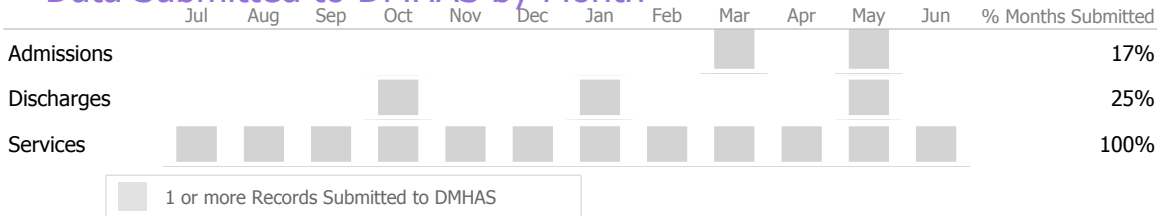
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	20	10%	
Admits	3	-		
Discharges	3	1	200%	▲
Service Hours	495	721	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		19	86%	85%	85%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		20	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		35%	85%

Data Submitted to DMHAS by Month

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

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

▨ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 74 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	206	312	-34% ▼

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		22%	85%

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 74 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	38	11%	▲
Admits	35	32	9%	
Discharges	29	31	-6%	
Bed Days	2,510	2,070	21%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	92%
Discharges	▣	▣	▣	▣	▣	▣	▣	▣	▣		▣	▣	92%

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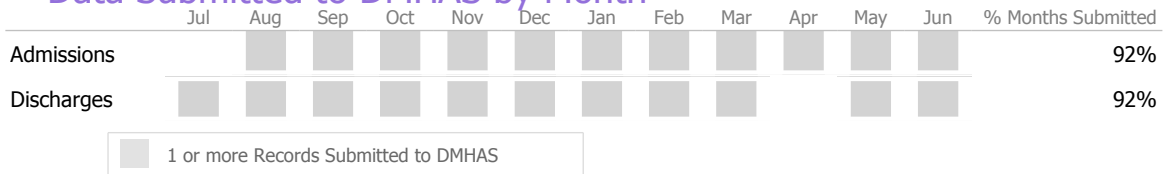
▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 Active Recovery House Programs

Shelter 903450
Mercy Housing and Shelter Corporation
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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 4 Active Shelter Programs
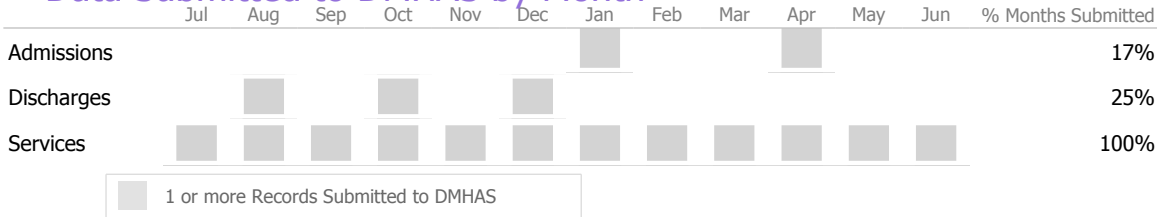
Supportive Housing CM 903200
Mercy Housing and Shelter Corporation
Addiction - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	53	-2%
Admits	2	2	0%
Discharges	3	3	0%
Service Hours	1,358	1,609	-16% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		49%	49%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							■			■			17%
Discharges		■		■		■							25%
Services		■	■	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Supportive Housing – Scattered Site 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	20	-20%	▼
Admits	6	7	-14%	▼
Discharges	5	10	-50%	▼
Bed Days	3,946	3,981	-1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	83%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	84%
✔ SA Screen Complete		100%	82%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		3	60%	60%	68%	0%	
✔ Follow-up within 30 Days of Discharge		3	100%	90%	80%	10%	

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%	95%	96%	5%	
🔴 Employed		0	0%	25%	11%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	68%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		12	531 days	0.3	90%	90%	94%	0%

■ < 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	■	■							■		■		33%
Discharges		■			■		■		■				33%

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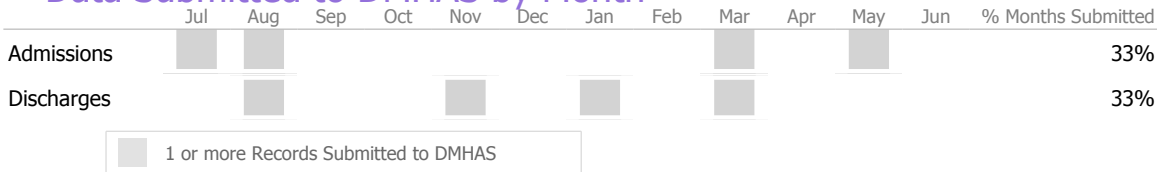
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs