Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	329	304	8%	
	Admits	166	143	16%	▲
	Discharges	178	142	25%	▲
	Service Hours	3,426	4,059	-16%	▼
	Bed Days	14,560	10,971	33%	▲

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

Clients by Level of Care

| Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	139	42.0%
	Crisis Services	36	10.9%
	Residential Services	16	4.8%
Addiction			
	Residential Services	92	27.8%
	Case Management	48	14.5%

Consumer Satisfaction Survey (Based on 136 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	11	3%	12%
26-34	71	22%	24%
35-44	77	23%	21%
45-54	81	25%	20%
55-64	72	22%	17%
65+	17	5%	6%

Gender

	#	%		State Avg
Female	168	51%	▲	40%
Male	160	49%	▼	60%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	263	80%	70%
Hisp-Puerto Rican	43	13%	12%
Hispanic-Other	21	6%	7%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	10%
Hispanic-Cuban			0%

Race

	#	%		State Avg
Black/African American	183	56%	▲	17%
White/Caucasian	101	31%	▼	63%
Other	31	9%		13%
Unknown	9	3%		5%
Am. Indian/Native Alaskan	3	1%		1%
Hawaiian/Other Pacific Islander	2	1%		0%
Asian				1%
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	511	280	82%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		13	87%	85%	85%	2%

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	99%	97%

On-Time Periodic		Actual	State Avg
	6 Month Updates	62%	86%

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 98 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 2018 - June 2019 (Data as of Sep 16, 2019)
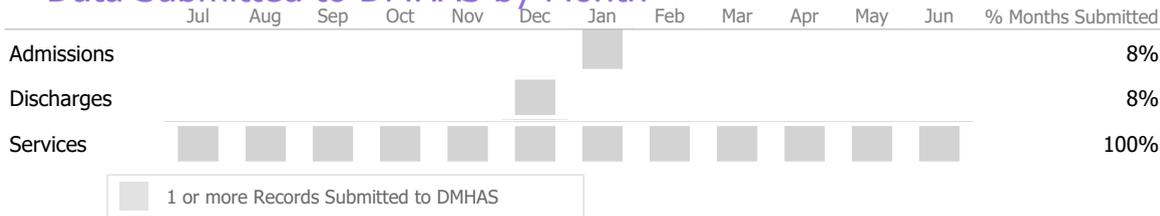
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	29	24%	▲
Admits	35	25	40%	▲
Discharges	32	24	33%	▲
Bed Days	1,817	1,632	11%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	No Re-admit within 30 Days of Discharge		30	94%	85%	86%	9%
✔	Follow-up within 30 Days of Discharge		14	100%	90%	76%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		10	79 days	0.2	50%	90%	63%	-40%	▼

	< 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													92%

☐ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	1	-	
Service Hours	158	274	-42% ▼

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		9	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		89%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					▪								8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	65	-5%	
Admits	40	41	-2%	
Discharges	39	42	-7%	
Service Hours	493	406	21%	▲

Service Engagement
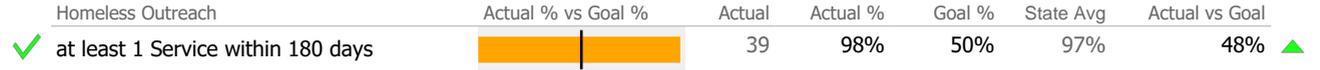
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		39	98%	50%	97%	48%	▲

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	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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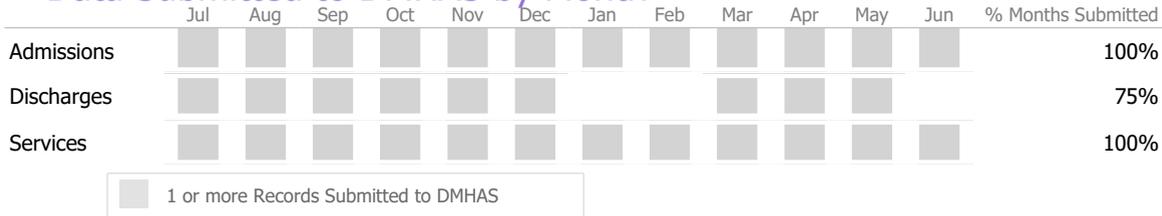
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	19	0%	
Admits	13	11	18%	▲
Discharges	14	12	17%	▲
Bed Days	2,694	2,883	-7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	50%	85%	60%	-35%	▼
● Follow-up within 30 Days of Discharge		3	43%	90%	29%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Self Help		19	90%	60%	75%	30%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		9	287 days	0.2	82%	90%	86%	-8%

☐ < 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	▪	▪	▪		▪	▪	▪		▪			▪	67%

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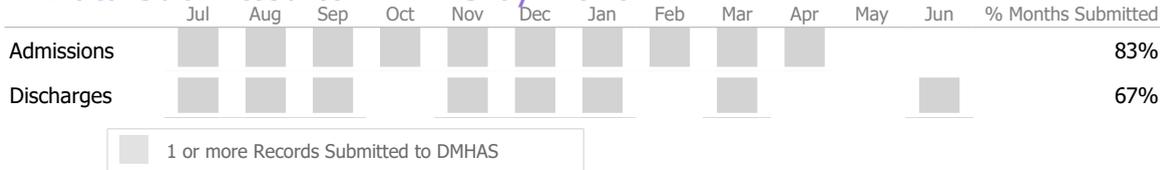
▲ > 10% Over   ▼ < 10% Under

■ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	26	-8%	
Admits	1	3	-67%	▼
Discharges	2	3	-33%	▼
Service Hours	664	824	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	92%	85%	85%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	96%	5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	86%
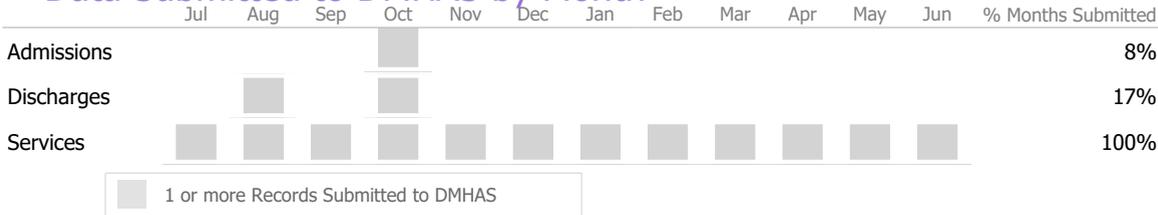
Data Submitted to DMHAS by Month

	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 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	22	-14%	▼
Admits	-	3	-100%	▼
Discharges	4	3	33%	▲
Service Hours	447	495	-10%	

Recovery

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	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	80%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges				▪	▪		▪						25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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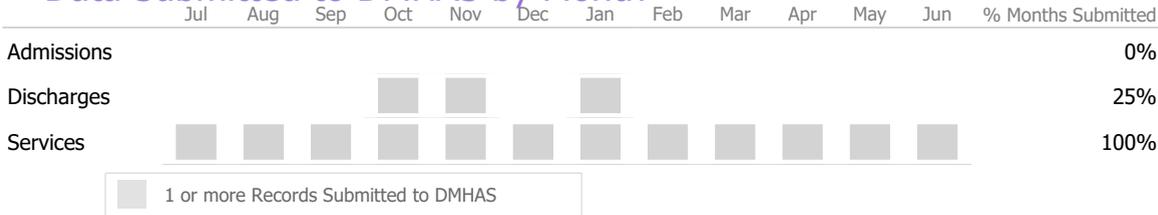
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	257	206	25% ▲

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%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	86%

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 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	42	79%	▲
Admits	67	35	91%	▲
Discharges	64	29	121%	▲
Bed Days	6,230	2,510	148%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		44	69%	85%	80%	-16%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		22	128 days	0.2	78%	90%	69%	-12%	▼

☐ < 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
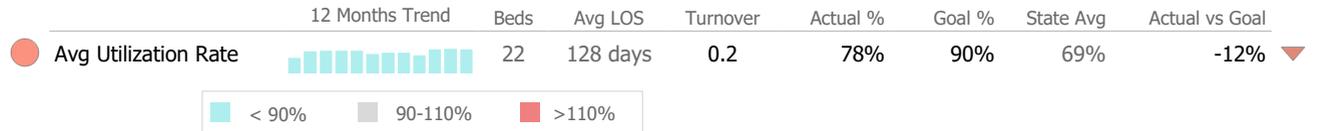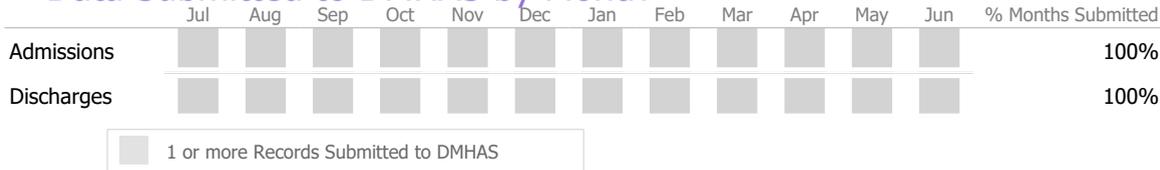
* State Avg based on 13 Active Recovery House Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	52	-8%	
Admits	-	2	-100%	▼
Discharges	5	4	25%	▲
Service Hours	848	1,359	-38%	▼

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges	▦		▦			▦						▦	33%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

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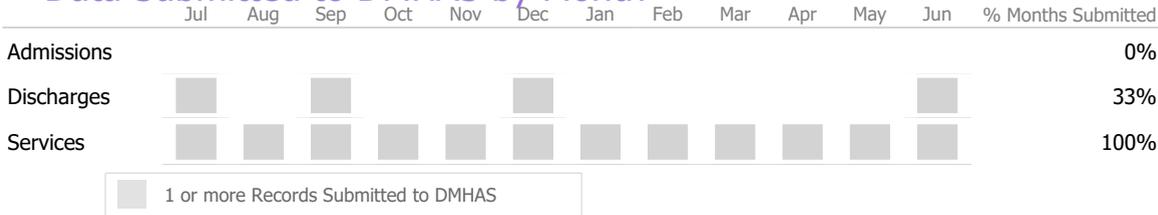
▲ > 10% Over   ▼ < 10% Under

▮ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	5	6	-17% ▼
Discharges	5	5	0%
Bed Days	3,819	3,946	-3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	77%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	84%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	32%
✓ SA Screen Complete		100%	31%

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		4	80%	60%	67%	20% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	69%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	75%	60%	83%	15% ▲
✓ Stable Living Situation		16	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	65%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	589 days	0.3	87%	90%	93%	-3%

■ < 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
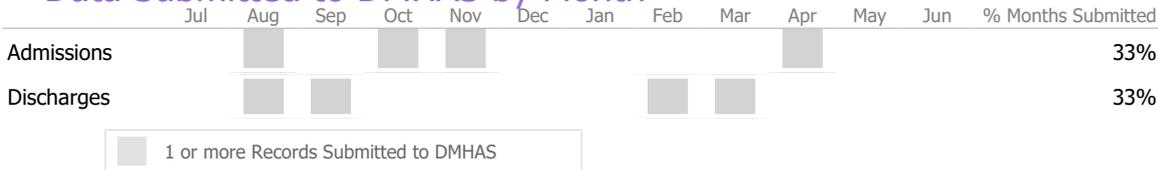
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs