Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	206	264	-22%	▼
	Admits	48	82	-41%	▼
	Discharges	52	90	-42%	▼
	Service Hours	896	1,061	-16%	▼
	Bed Days	6,003	7,184	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	123	59.1%
	Crisis Services	16	7.7%
	Residential Services	10	4.8%
Addiction			
	Residential Services	41	19.7%
	Case Management	18	8.7%

Consumer Satisfaction Survey   (Based on 119 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	3	1%	9%
26-34	29	14%	21%
35-44	42	20%	22%
45-54	53	26%	19%
55-64	57	28%	20%
65+	21	10%	8%

Gender

	#	%	State Avg
Female	104	51%	42%
Male	101	49%	58%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	170	83%	▲	70%
Hisp-Puerto Rican	23	11%		12%
Hispanic-Other	12	6%		8%
Unknown	1	0%		10%
Hispanic-Cuban				0%
Hispanic-Mexican				0%

Race

	#	%		State Avg
Black/African American	128	62%	▲	17%
White/Caucasian	60	29%	▼	62%
Other	11	5%		13%
Unknown	3	1%		6%
Hawaiian/Other Pacific Islander	2	1%		0%
Asian	1	0%		1%
Multiple Races	1	0%		1%
Am. Indian/Native Alaskan				1%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	118	147	-19% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		15	94%	85%	90%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		14	93%	90%	95%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	96%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▧	17%
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 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)
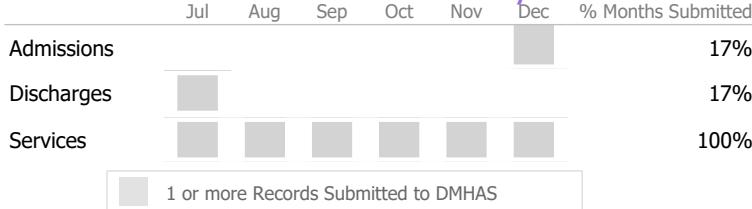
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	29	-45%	▼
Admits	10	22	-55%	▼
Discharges	10	22	-55%	▼
Bed Days	1,631	1,492	9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		9	90%	85%	91%	5%
🔴	Follow-up within 30 Days of Discharge		5	83%	90%	70%	-7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		10	247 days	0.4	89%	90%	139%	-1%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%

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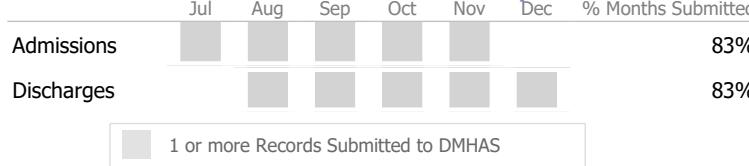
▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	82	53	54% ▲

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%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

|	Jul	Aug	Sep	Oct	Nov	Dec	% 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 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	37	30%	▲
Admits	5	12	-58%	▼
Discharges	10	12	-17%	▼
Service Hours	191	271	-29%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		5	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		☐			☐	☐	50%
Discharges	☐		☐	☐	☐	☐	83%
Services	☐		☐	☐	☐	☐	83%

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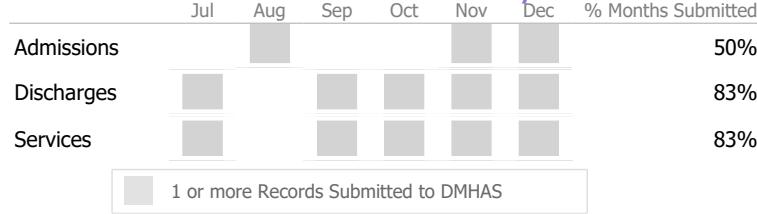
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	13	-54%	▼
Admits	3	6	-50%	▼
Discharges	3	6	-50%	▼
Bed Days	628	1,175	-47%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▓			▓	▓	50%
Discharges				▓	▓	▓	50%

▓ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	100%	85%	75%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	33%	90%	33%	-57%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		5	83%	60%	80%	23%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		9	398 days	0.9	38%	90%	76%	-52%	▼

▢ < 90%   ▢ 90-110%   ▢ >110%

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 3 Active AIDS Residential Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	23	0%	
Admits	1	1	0%	
Discharges	1	1	0%	
Service Hours	197	145	36%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		22	96%	85%	90%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%
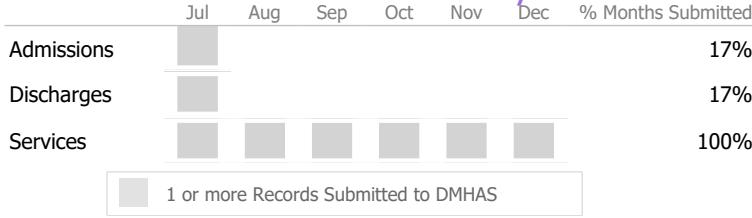
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢						17%
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 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	-	3	-100%	▼
Discharges	1	-		
Service Hours	128	122	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	90%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	95%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	88%

Data Submitted to DMHAS by Month
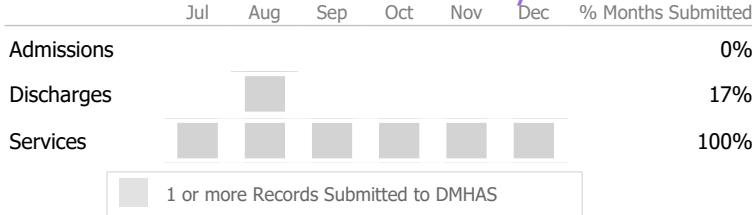
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges		▪					17%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	57	104	-45%	▼

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		8	89%	90%	95%	-1%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		98%	96%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	88%
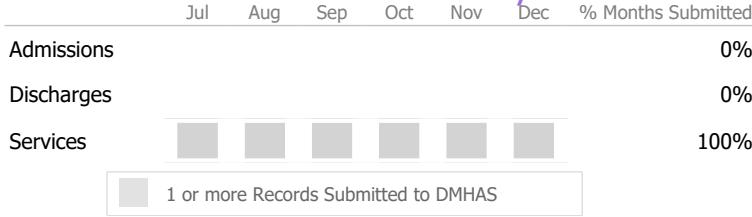
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	48	-27%	▼
Admits	25	32	-22%	▼
Discharges	24	38	-37%	▼
Bed Days	2,128	2,822	-25%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		23	96%	85%	81%	11%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		22	112 days	0.5	53%	90%	60%	-37%	▼

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	100%

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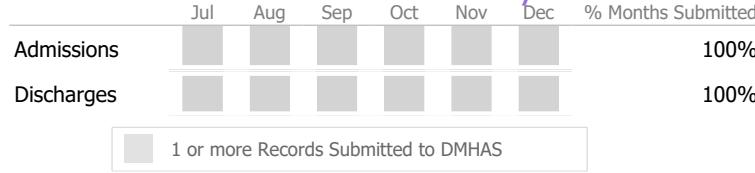
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 12 Active Recovery House Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month
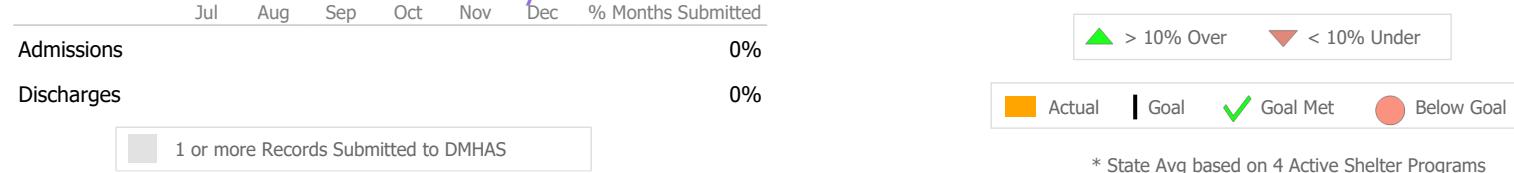
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	48	-63%	▼
Admits	1	3	-67%	▼
Discharges	2	7	-71%	▼
Service Hours	122	220	-44%	▼

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪						17%
Discharges	▪	▪					33%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal
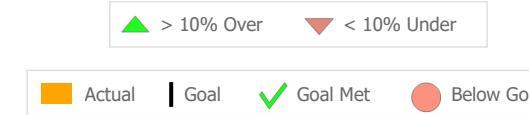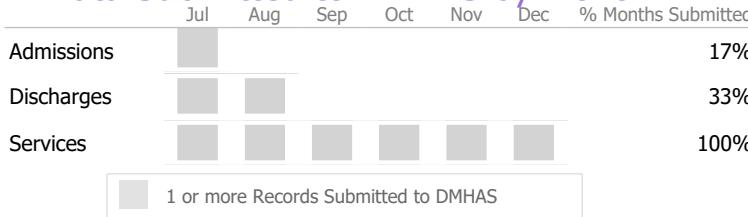
* State Avg based on 1 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	2	2	0%	
Discharges	-	4	-100%	▼
Bed Days	1,616	1,695	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	75%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	87%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	84%
✓	SA Screen Complete	100%	69%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■		■		33%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	100%	60%	83%	40%	▲
✓ Stable Living Situation		10	100%	95%	93%	5%	
● Employed		0	0%	25%	9%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		12	742 days	0.6	73%	90%	93%	-17%	▼
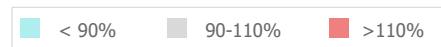
■ < 90%   ■ 90-110%   ■ >110%
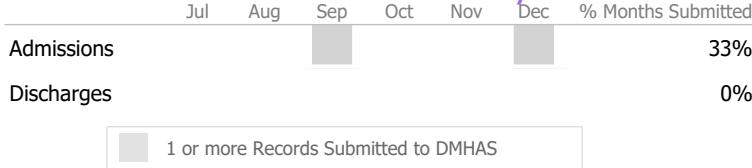
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.