Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	187	181	3%	
	Admits	69	34	103%	▲
	Discharges	31	64	-52%	▼
	Service Hours	155	366	-58%	▼
	Bed Days	3,966	3,250	22%	▲

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

Consumer Satisfaction Survey (Based on 70 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	General Satisfaction		90%	80%	92%
✓	Overall		89%	80%	91%
✓	Access		88%	80%	88%
✓	Respect		88%	80%	91%
●	Outcome		78%	80%	83%
●	Recovery		77%	80%	79%

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		96	50.8%
	Residential Services		17	9.0%
	Crisis Services		11	5.8%
Addiction				
	Residential Services		49	25.9%
	Case Management		16	8.5%

Client Demographics

Age

	#	%		State Avg
18-25	9	5%		10%
26-34	16	9%	▼	21%
35-44	47	25%		23%
45-54	54	29%		19%
55-64	49	26%		20%
65+	12	6%		8%

Gender

	#	%	State Avg
Male	100	54%	58%
Female	85	46%	42%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	153	82%	▲	69%
Hispanic-Other	32	17%		8%
Hisp-Puerto Rican	2	1%		11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Unknown			▼	12%

Race

	#	%		State Avg
White/Caucasian	87	47%	▼	62%
Black/African American	85	45%	▲	17%
Multiple Races	8	4%		1%
Other	3	2%		12%
Asian	2	1%		1%
Hawaiian/Other Pacific Islander	1	1%		0%
Unknown	1	1%		6%
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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	17	-18%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	32	60	-47%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		12	86%	85%	88%	1%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	91%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		79%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	�(shaded)		�(shaded)	67%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

□ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	14	-21%	▼
Admits	7	6	17%	▲
Discharges	3	7	-57%	▼
Bed Days	639	755	-15%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	91%	15%	▲
●	Follow-up within 30 Days of Discharge		1	50%	90%	71%	-40%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	93 days	0.9	69%	90%	57%	-21%	▼

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Respite Bed Programs

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

Friendship Day Center
Mercy Housing and Shelter Corporation
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	1	-	
Service Hours	3	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		12	75%	50%	70%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on Active Outreach & Engagement 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	6	38	-84%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		8	100%	85%	88%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	91%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		75%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

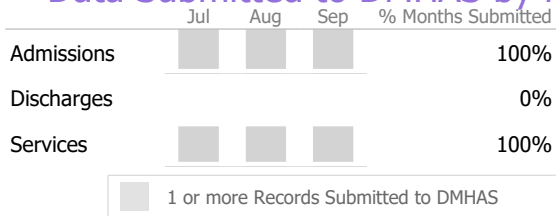* State Avg based on Active Supportive Housing – Scattered Site Programs

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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	17	59%	▲
Admits	11	-		
Discharges	-	-		
Service Hours	18	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		11	100%	50%	88%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	3	2	50%	▲
Discharges	5	4	25%	▲
Bed Days	711	682	4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	70%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	80%	85%	56%	-5%	
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	0%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		10	91%	60%	37%	31%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		9	297 days	0.8	86%	90%	84%	-4%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	23	-4%	
Admits	-	1	-100%	▼
Discharges	2	2	0%	
Service Hours	42	87	-52%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	84%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	88%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	91%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢		▢	67%
Services			▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)
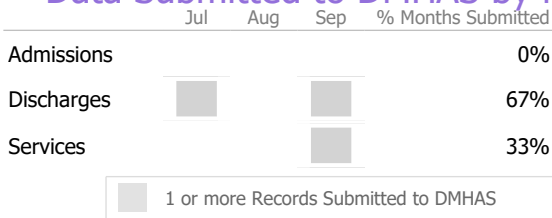
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	20	-10%	
Admits	-	-		
Discharges	-	2	-100%	▼
Service Hours	36	81	-56%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		78%	84%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		15	83%	85%	88%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	91%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	9	-22%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	19	23	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		5	71%	85%	88%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	91%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		57%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	36	6%	
Admits	25	21	19%	▲
Discharges	19	25	-24%	▼
Bed Days	1,430	1,102	30%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		18	95%	85%	78%	10%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		22	68 days	0.6	71%	90%	66%	-19%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Recovery House Programs

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

The Haven at Charter Oak
Mercy Housing and Shelter Corporation
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	-	-	
Bed Days	285	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	91%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		10	46 days	1.7	31%	90%	90%	-59%

☐ < 90%	☐ 90-110%	🔴 >110%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		☐		33%
Discharges				0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under		

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on Active MH Intensive Res. Rehabilitation 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	10	10%	
Admits	1	1	0%	
Discharges	1	2	-50%	▼
Bed Days	901	711	27%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	72%	40%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	74%	-90%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	84%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	83%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		11	100%	60%	85%	40%	▲
✓	Stable Living Situation		11	100%	95%	93%	5%	
🔴	Employed		0	0%	25%	11%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		12	427 days	1.1	82%	90%	95%	-8%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Supervised Apartments Programs

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