Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	318	277	15%	▲
	Admits	70	105	-33%	▼
	Discharges	33	34	-3%	
	Service Hours	987	382	158%	▲
	Bed Days	4,271	4,423	-3%	

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

Consumer Satisfaction Survey (Based on 105 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		94%	80%	91%
✓ Access		89%	80%	88%
✓ Overall		88%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ General Satisfaction		86%	80%	92%
🔴 Outcome		76%	80%	83%

■ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   🔴 Under Goal
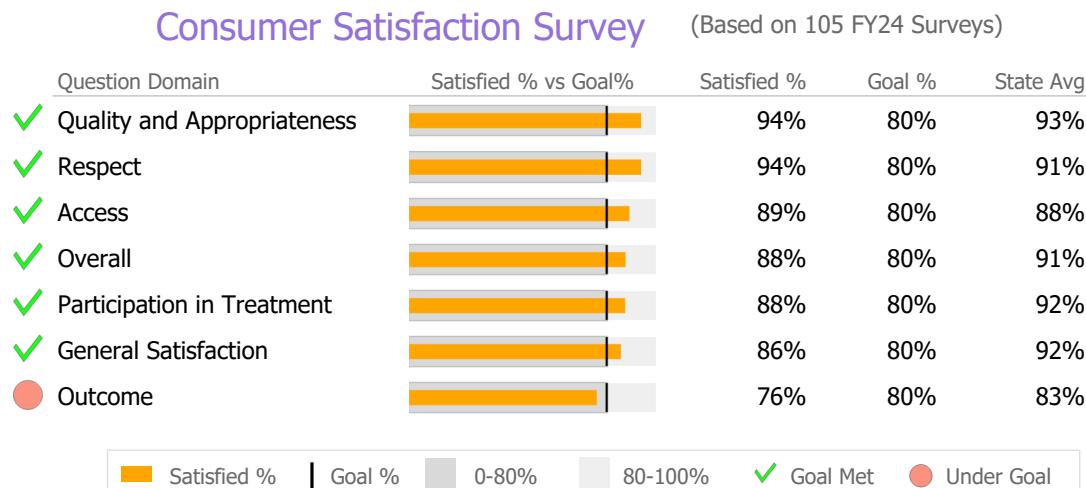
Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	138	42.9%
	Residential Services	35	10.9%
Mental Health			
	Case Management	114	35.4%
	Residential Services	21	6.5%
	Crisis Services	14	4.3%

Client Demographics

Age

	#	%	State Avg
18-25	14	4%	8%
26-34	36	11%	18%
35-44	84	26%	24%
45-54	83	26%	18%
55-64	76	24%	20%
65+	25	8%	12%

Gender

	#	%	State Avg
Male	183	58%	58%
Female	132	42%	42%
Transgender/Other	3	1%	0%

Ethnicity

	#	%		State Avg
Hispanic-Other	282	89%	▲	11%
Non-Hispanic	36	11%	▼	64%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Unknown			▼	14%

Race

	#	%		State Avg
Black/African American	117	37%	▲	17%
White/Caucasian	99	31%	▼	59%
Multiple Races	69	22%	▲	1%
Other	26	8%		12%
Asian	4	1%		1%
Am. Indian/Native Alaskan	2	1%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Unknown				9%

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

ARPA PSH
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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	12	150%	▲
Admits	2	9	-78%	▼
Discharges	1	-		
Service Hours	332	78		

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		30	100%	85%	84%	15%	▲
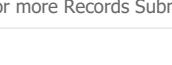
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		28	97%	90%	86%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	98%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 119 Active Supportive Housing – Scattered Site Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	-	
Discharges	-	-	
Service Hours	138	82	68% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	84%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	86%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 119 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	8	6	33%	▲
Discharges	6	4	50%	▲
Bed Days	646	534	21%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		6	100%	85%	95%	15%	▲
✓	Follow-up within 30 Days of Discharge		6	100%	90%	70%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		10	97 days	0.7	70%	90%	77%	-20%	▼

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS for 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 11 Active Respite Bed Programs

Friendship Day Center
Mercy Housing and Shelter Corporation
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	101	37%	▲
Admits	27	41	-34%	▼
Discharges	-	-		
Service Hours	31	18	74%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	20%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	2%	20%	29%	-18% ▼
● Self Help		10	7%	60%	35%	-53% ▼
● Stable Living Situation		9	7%	80%	65%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		39	28%	90%	59%	-62% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
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 8 Active Standard Case Management Programs
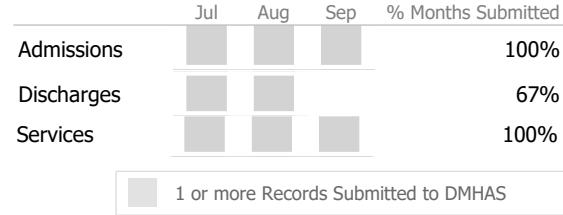
Homeless to Housing Services
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17		
Admits	10	-	
Discharges	4	-	
Service Hours	59	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	100%	50%	80%	50% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

HUD Supportive Housing Hartford
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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	-	2	-100%	▼
Discharges	4	-		
Service Hours	79	14		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	84%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	86%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▪	▪		67%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

HUD Supportive Housing 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	17	24%	▲
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	205	88	133%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	90%	85%	84%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	86%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 119 Active Supportive Housing – Scattered Site 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	8	0%	
Admits	1	1	0%	
Discharges	2	1	100%	▲
Bed Days	607	636	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	85%	38%	15%	▲
🔴	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		8	100%	60%	42%	40%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	67%	56%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		9	252 days	1.1	73%	90%	84%	-17%	▼

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▨		33%
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

Next Steps Hartford
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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	16	0%	
Admits	1	-		
Discharges	1	2	-50%	▼
Service Hours	82	48	70%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		79%	77%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	84%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	86%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 119 Active Supportive Housing – Scattered Site Programs

Next Steps 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 2024 - September 2024 (Data as of Dec 17, 2024)
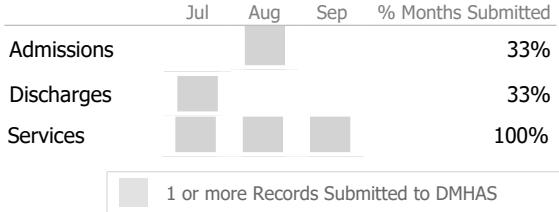
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	3	-100%	▼
Discharges	-	-		
Service Hours	61	39	56%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	84%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		7	88%	90%	86%	-2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 119 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	36	-25%	▼
Admits	19	23	-17%	▼
Discharges	12	19	-37%	▼
Bed Days	1,212	1,435	-16%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	100%	85%	70%	15%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		22	68 days	0.8	60%	90%	64%	-30%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

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

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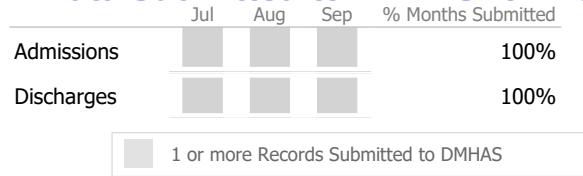
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 12 Active Recovery House Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Bed Days	906	898	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	75%	71%	-75%	▼
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	65%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	58%	N/A	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	86%	93%

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	92%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Function Score		5	62%	75%	47%	-13%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		10	413 days	1.0	98%	90%	90%	8%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation 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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	2	-	
Discharges	1	-	
Bed Days	900	920	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	72%	40%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		11	100%	60%	86%	40%	▲
✓ Stable Living Situation		11	100%	95%	97%	5%	
✓ Improved/Maintained Function Score		8	100%	95%	63%	5%	
● Employed		0	0%	25%	11%	-25%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%

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

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	441 days	1.1	82%	90%	88%	-8%

▢ < 90%	▢ 90-110%	▮ >110%

Data Submitted to DMHAS for 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 83 Active Supervised Apartments Programs