

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	390	396	-1%
	Admits	222	230	-3%
	Discharges	123	139	-12%
	Service Hours	3,105	1,835	69%
	Bed Days	12,882	12,817	1%

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

### Consumer Satisfaction Survey

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	#	%
<b>Mental Health</b>			
	Case Management	146	36.7%
	Residential Services	28	7.0%
	Crisis Services	27	6.8%
<b>Addiction</b>			
	Case Management	111	27.9%
	Residential Services	86	21.6%

### Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	22	6%	8%		Male	201	51%	59%
26-34	44	11%	19%		Female	187	48%	40%
35-44	103	26%	25%		Transgender/Other	4	1%	0%
45-54	103	26%	18%					
55-64	91	23%	18%					
65+	29	7%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Hispanic-Other	375	96%	11%	> 10% Over State Avg	Black/African American	147	38%	17%
Non-Hispanic	15	4%	64%	> 10% Under State Avg	White/Caucasian	114	29%	58%
Unknown	2	1%	14%		Multiple Races	90	23%	1%
Hispanic-Cuban			0%		Other	35	9%	12%
Hispanic-Mexican			1%		Am. Indian/Native Alaskan	2	1%	1%
Hisp-Puerto Rican			10%		Asian	2	1%	1%
					Hawaiian/Other Pacific Islander	2	1%	0%
					Unknown			9%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	33	15% 
Admits	9	30	-70% 
Discharges	4	4	0%
Service Hours	1,024	604	70% 

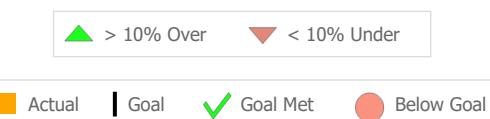
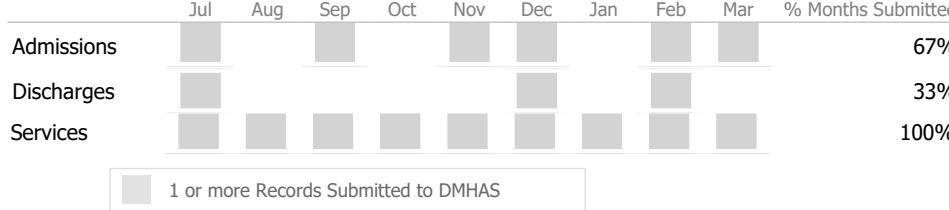
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 37%;"><div style="width: 97%;"></div></div>	37	97%	85%	83%	12% <span style="color: green;">▲</span>
<h2>Service Utilization</h2>						
✓ Clients Receiving Services	<div style="width: 34%;"><div style="width: 100%;"></div></div>	34	100%	90%	94%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Category	Description	Actual	State Avg
 Valid NOMS Data	 100%	97%	
 On-Time Periodic	 100%	State Avg	
 6 Month Updates	 100%	81%	

## Data Submitted to DMHAS for Month



\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	434	247	75% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	83%	7%

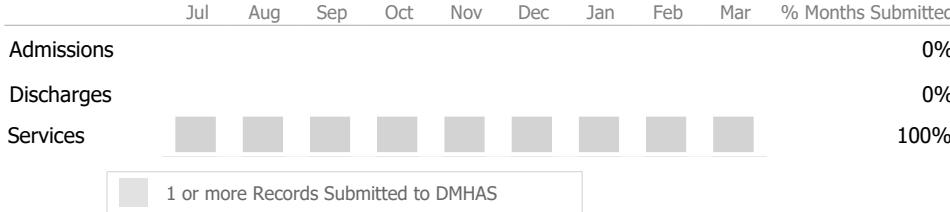
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic 6 Month Updates		100%

## Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	21	20	5%
Discharges	22	20	10%
Bed Days	1,791	1,824	-2%

## Discharge Outcomes

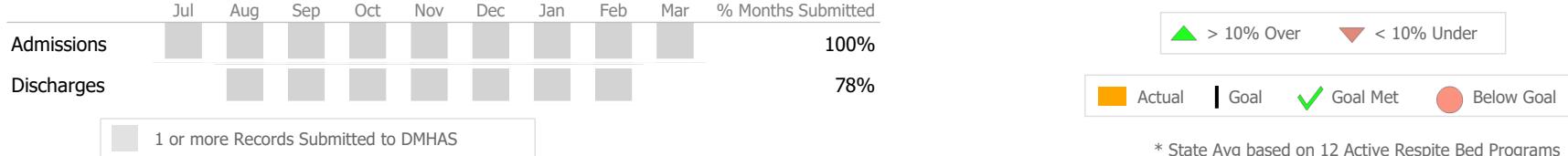
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	✓ No Re-admit within 30 Days of Discharge			20	91%	85%	93%
	✓ Follow-up within 30 Days of Discharge			18	95%	90%	59%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	107 days	0.3	65%	90%	59%	-25%



## Data Submitted to DMHAS for Month



\* State Avg based on 12 Active Respite Bed Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	109	2%
Admits	75	49	53% <span style="color: green;">▲</span>
Discharges	2	-	
Service Hours	98	29	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	46%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 100%; background-color: orange;"></div></div>	1	50%	50%	65%	0%

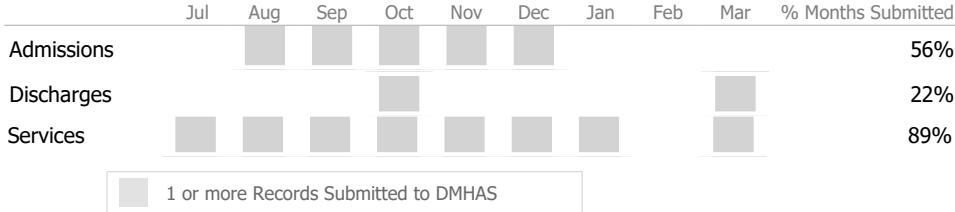
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 8%;"><div style="width: 100%; background-color: orange;"></div></div>	9	8%	20%	30%	-12% <span style="color: red;">▼</span>
Self Help	<div style="width: 47%;"><div style="width: 100%; background-color: orange;"></div></div>	52	47%	60%	42%	-13% <span style="color: red;">▼</span>
Stable Living Situation	<div style="width: 11%;"><div style="width: 100%; background-color: orange;"></div></div>	12	11%	80%	70%	-69% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	109	100%	90%	92%	10%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

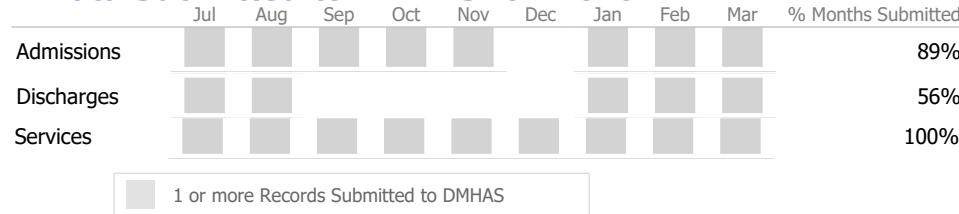
1 or more Records Submitted to DMHAS

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	2	1350% <span style="color: green;">▲</span>
Admits	23	3	667% <span style="color: green;">▲</span>
Discharges	14	-	
Service Hours	326	11	

**Service Engagement**

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<span style="background-color: orange;">█</span>	23	100%	50%	93%	50% <span style="color: green;">▲</span>

**Data Submitted to DMHAS for Month**

▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    █ Goal Met    █ Below Goal

\* State Avg based on 52 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	9	56% <span style="color: green;">▲</span>
Admits	5	2	150% <span style="color: green;">▲</span>
Discharges	5	-	
Service Hours	244	113	115% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<span style="color: orange;">█</span>	11	73%	85%	83%	-12% <span style="color: red;">▼</span>

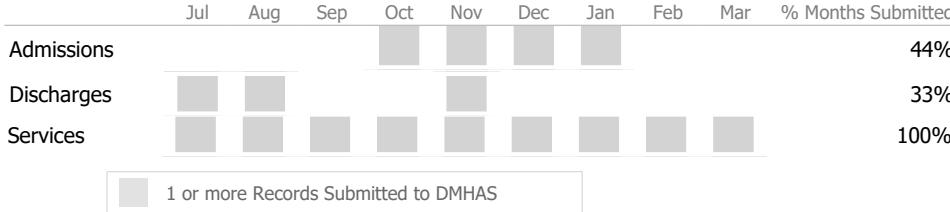
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	10	100%	90%	94%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	100% 97%
<span style="color: green;">✓</span> On-Time Periodic 6 Month Updates	<span style="color: orange;">█</span>	100% 81%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	21	19%	▲
Admits	4	5	-20%	▼
Discharges	3	-		
Service Hours	663	455	46%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	84%	85%	83%	-1%

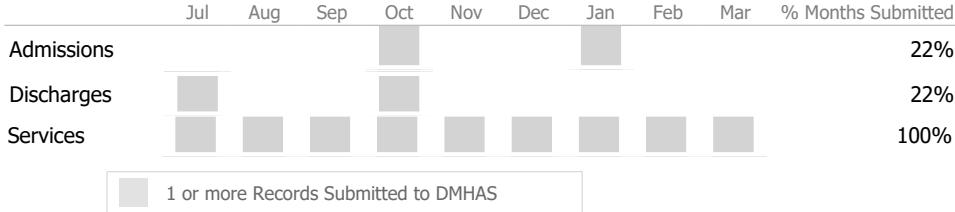
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		22	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	100%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	7	6	17% <span style="color: green;">▲</span>
Discharges	7	5	40% <span style="color: green;">▲</span>
Bed Days	1,750	1,930	-9%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	100%	70%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<span style="color: orange;">█</span>	7	100%	85%	63%	15% <span style="color: green;">▲</span>	<span style="color: orange;">█</span>	7	100%	85%	63%	15% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge	<span style="color: grey;">█</span>	0	0%	90%	8%	-90% <span style="color: red;">▼</span>	<span style="color: grey;">█</span>	0	0%	90%	8%	-90% <span style="color: red;">▼</span>

## Recovery

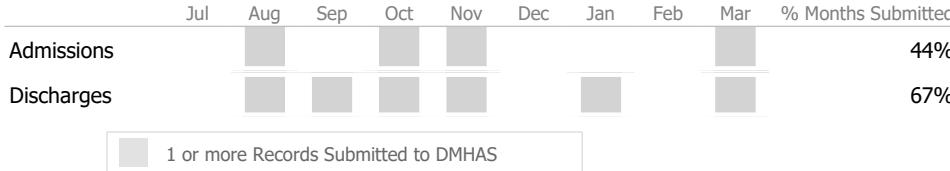
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help	<span style="color: orange;">█</span>	14	100%	60%	49%	40% <span style="color: green;">▲</span>

## Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Avg Utilization Rate				
								Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: cyan;">█</span>	9	290 days	0.3	71%	90%	87%	-19% <span style="color: red;">▼</span>	Avg Utilization Rate	71%	90%	87%	-19% <span style="color: red;">▼</span>



## Data Submitted to DMHAS for Month



▲ > 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 - March 2025 (Data as of Jun 20, 2025)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	111	148	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 88%;">88%</div>	15	88%	85%	83%	3%

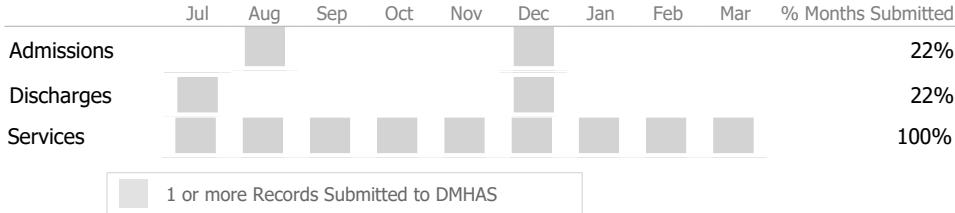
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;">100%</div>	15	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;">99%</div>	97%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 86%;">86%</div>	81%

### Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	3	-67% ▼
Discharges	1	2	-50% ▼
Service Hours	205	177	16% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	78% (Below Goal)	7	78%	85%	83%	-7%

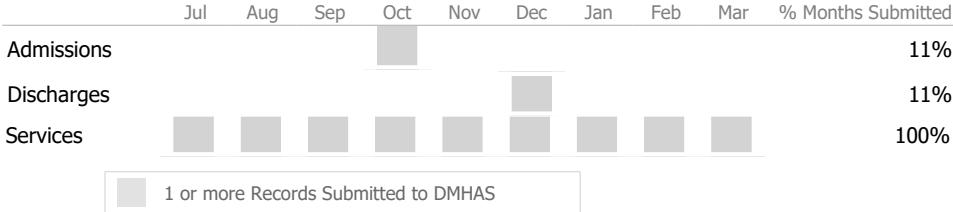
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100% (Goal Met)	100% (Goal Met)	8	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	81%

## Data Submitted to DMHAS for Month



&gt; 10% Over &lt; 10% Under

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	79	-9%
Admits	66	67	-1%
Discharges	56	63	-11% ▼
Bed Days	4,130	3,886	6%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 54%; background-color: orange;"></div>	54	96%	85%	76%	11% <span style="color: green;">▲</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 22%; background-color: cyan;"></div>	22	84 days	0.2	69%	90%	60%	-21% <span style="color: red;">▼</span>

█ < 90%    
 █ 90-110%    
 █ >110%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    
 █ Goal    
 █ Goal Met    
 █ Below Goal

\* State Avg based on 12 Active Recovery House Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	4	4	0%
Discharges	4	5	-20% <span style="color: red;">▼</span>
Bed Days	2,552	2,430	5%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 75%; background-color: orange;"></div>	2	50%	75%	63%	-25% <span style="color: red;">▼</span>
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	4	100%	85%	68%	15% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge	<div style="width: 75%; background-color: orange;"></div>	1	50%	90%	65%	-40% <span style="color: red;">▼</span>

## Data Submission Quality

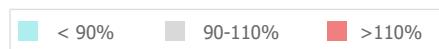
Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: orange;"></div>	100%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%; background-color: orange;"></div>	100%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<div style="width: 100%; background-color: orange;"></div>	99%

## Recovery

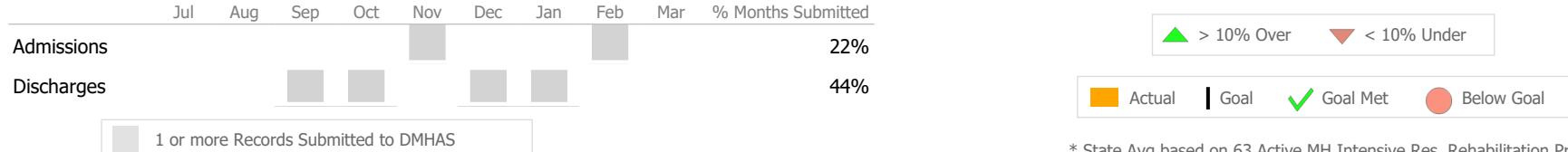
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div style="width: 90%; background-color: orange;"></div>	9	90%	75%	59%	15% <span style="color: green;">▲</span>

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 93%; background-color: lightgray;"></div>	10	474 days	0.3	93%	90%	88%	3%



## Data Submitted to DMHAS for Month



\* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	5	3	67% <span style="color: green;">▲</span>
Discharges	3	2	50% <span style="color: green;">▲</span>
Bed Days	2,659	2,747	-3%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<span style="color: green;">✓</span>	<span style="color: orange;">█</span>	3	100%	60%	71%	<span style="color: orange;">█</span>	40%	<span style="color: green;">▲</span>			
✓ Follow-up within 30 Days of Discharge	<span style="color: green;">✓</span>	<span style="color: orange;">█</span>	3	100%	90%	74%	<span style="color: orange;">█</span>	10%				

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<span style="color: orange;">█</span>	14	100%	60%	84%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation	<span style="color: orange;">█</span>	14	100%	95%	96%	5% <span style="color: green;">▲</span>
✓ Improved/Maintained Function Score	<span style="color: orange;">█</span>	11	100%	95%	73%	5% <span style="color: green;">▲</span>
● Employed	<span style="color: orange;">█</span>	0	0%	25%	13%	-25% <span style="color: red;">▼</span>

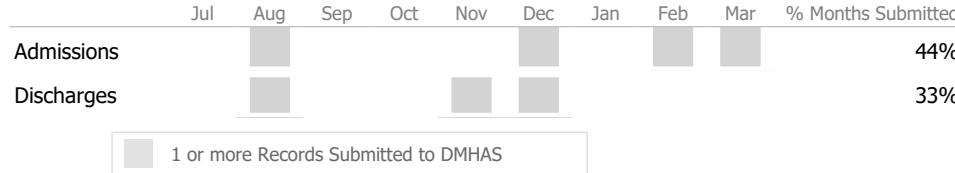
## Bed Utilization

● Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	<span style="color: cyan;">█</span>	12	498 days	0.4	81%	90%	90%	-9%
<span style="color: cyan;">█</span> < 90% <span style="color: gray;">█</span> 90-110% <span style="color: red;">█</span> >110%								

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>

## Data Submitted to DMHAS for Month


▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs