Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	419	448	-6%
	Admits	253	285	-11% ▼
	Discharges	167	283	-41% ▼
	Service Hours	3,753	2,656	41% ▲
	Bed Days	17,521	16,818	4%

▲ > 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	#	%
Mental Health			
	Case Management	152	35.6%
	Crisis Services	36	8.4%
	Residential Services	29	6.8%
Addiction			
	Case Management	111	26.0%
	Residential Services	99	23.2%

Client Demographics

Age	#	%	State Avg
18-25	22	5%	9%
26-34	50	12%	19%
35-44	113	27%	26%
45-54	109	26%	18%
55-64	97	23%	18%
65+	30	7%	10%

Gender	#	%	State Avg
Male	216	51%	60%
Female	201	48%	40%
Transgender/Other	4	1%	0%

Ethnicity	#	%	State Avg
Hispanic-Other	404	96% ▲	12%
Non-Hispanic	15	4% ▼	64%
Unknown	2	0% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
Black/African American	157	37% ▲	18%
White/Caucasian	124	29% ▼	58%
Multiple Races	97	23% ▲	1%
Other	37	9%	12%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown			10%

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	34	12%	▲
Admits	9	31	-71%	▼
Discharges	4	5	-20%	▼
Service Hours	1,024	837	22%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		37	97%	85%	86%	12%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		34	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	50%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■		■	■		■	■				50%
Discharges	■					■		■					25%
Services	■	■	■	■	■	■	■	■	■				75%

■ 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	-	
Discharges	1	1	0%
Service Hours	545	351	55% ▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		12	92%	85%	86%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	67%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
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 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	31	16%	▲
Admits	31	26	19%	▲
Discharges	30	26	15%	▲
Bed Days	2,509	2,517	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		27	90%	85%	91%	5%
✓	Follow-up within 30 Days of Discharge		24	96%	90%	57%	6%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	101 days	0.2	69%	90%	59%	-21%	▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS for 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 13 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	121	-8%	
Admits	75	61	23%	▲
Discharges	2	85	-98%	▼
Service Hours	103	33		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	91%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	44%	35%

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully	1	50%	50%	61%	0%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed	9	8%	20%	29%	-12%	▼
Self Help	51	46%	60%	44%	-14%	▼
Stable Living Situation	12	11%	80%	72%	-69%	▼

Service Utilization

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	109	100%	90%	93%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■	■	■							42%
Discharges				■					■				17%
Services	■	■	■	■	■	■	■		■	■			75%

■ 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	7	343%	▲
Admits	25	8	213%	▲
Discharges	22	-		
Service Hours	399	30		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		25	100%	50%	94%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	■	■		83%
Discharges	■	■					■	■	■	■	■		58%
Services	■	■	■	■	■	■	■	■	■	■	■		92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	10	70%	▲
Admits	8	3	167%	▲
Discharges	8	-		
Service Hours	323	195	66%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		13	72%	85%	86%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	80%	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	100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■	■	■	■		■			■	50%
Discharges	■	■			■						■	■	42%
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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	22	18%	▲
Admits	5	6	-17%	▼
Discharges	4	1	300%	▲
Service Hours	857	674	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	81%	85%	86%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	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	74%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■			■					■	25%
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 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	8	10	-20%	▼
Discharges	9	10	-10%	
Bed Days	2,398	2,448	-2%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	25%	60%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		9	100%	85%	61%	15%	▲
● Follow-up within 30 Days of Discharge		1	11%	90%	18%	-79%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Self Help		15	100%	60%	52%	40%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		9	314 days	0.3	73%	90%	86%	-17% ▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■		■	■				■	■			42%
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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	3	3	0%
Discharges	2	4	-50%
Service Hours	228	217	5%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		16	89%	85%	86%	4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	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	60%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■				■					■		25%
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 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	1	4	-75%	▼
Discharges	1	2	-50%	▼
Service Hours	273	234	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation		7	78%	85%	86%	-7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	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	100%	83%

Data Submitted to DMHAS for 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 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	90	-7%
Admits	78	78	0%
Discharges	76	83	-8%
Bed Days	5,434	4,869	12% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		74	97%	85%	75%	12% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	93 days	0.2	68%	90%	60%	-22% ▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS for 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

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	15	-7%	
Admits	4	6	-33%	▼
Discharges	4	5	-20%	▼
Bed Days	3,462	3,294	5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	38%	91%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	50%	75%	63%	-25%	▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	68%	15%	▲
● Follow-up within 30 Days of Discharge		1	50%	90%	54%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Function Score		7	58%	75%	53%	-17%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	529 days	0.2	95%	90%	87%	5%

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■			■					17%
Discharges			■	■		■	■						33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 63 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	14	7%	
Admits	6	4	50%	▲
Discharges	4	5	-20%	▼
Bed Days	3,718	3,690	1%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	75%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	100%	60%	70%	40%	▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	61%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		15	100%	60%	86%	40%	▲
✓ Stable Living Situation		15	100%	95%	96%	5%	
● Improved/Maintained Function Score		11	92%	95%	66%	-3%	
● Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	524 days	0.3	85%	90%	90%	-5%

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■				■		■	■	■			42%
Discharges		■			■	■					■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs