Mercy Housing and Shelter Corporation
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	216	227	-5%	
	Admits	37	47	-21%	▼
	Discharges	34	57	-40%	▼
	Service Hours	554	1,137	-51%	▼
	Bed Days	3,848	3,475	11%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	105	48.4%
	Crisis Services	19	8.8%
	Residential Services	11	5.1%
Addiction			
	Case Management	42	19.4%
	Residential Services	40	18.4%

Consumer Satisfaction Survey   (Based on 103 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Respect		92%	80%	91%
✓ Outcome		88%	80%	83%
✓ Recovery		86%	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	13%	22%
35-44	51	24%	21%
45-54	55	25%	20%
55-64	55	25%	20%
65+	23	11%	7%

Gender	#	%	State Avg
Male	111	52%	59%
Female	104	48%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	175	81%	71%
Hisp-Puerto Rican	29	13%	12%
Hispanic-Other	9	4%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	9%

Race	#	%		State Avg
Black/African American	127	59%	▲	16%
White/Caucasian	59	27%	▼	64%
Other	24	11%		13%
Unknown	3	1%		5%
Hawaiian/Other Pacific Islander	2	1%		0%
Multiple Races	1	0%		1%
Am. Indian/Native Alaskan				1%
Asian				1%

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

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	-	-	
Discharges	-	-	
Service Hours	71	109	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		12	80%	85%	90%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	93%	-3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		67%	88%

Data Submitted to DMHAS by 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 98 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	12	58%	▲
Admits	11	7	57%	▲
Discharges	11	10	10%	
Bed Days	790	285	177%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		10	91%	85%	88%	6%

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up within 30 Days of Discharge		4	100%	90%	81%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		10	100 days	0.5	86%	90%	91%	-4%

◻ < 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 10 Active Respite Bed Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	11	-9%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	38	61	-37%	▼

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%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		70%	88%

Data Submitted to DMHAS by 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 98 Active Supportive Housing – Scattered Site Programs
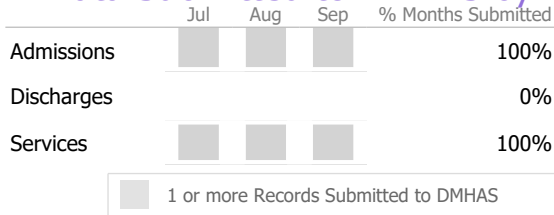
Homeless Outreach 615294
Mercy Housing and Shelter Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	31	3%	
Admits	7	7	0%	
Discharges	-	10	-100%	▼
Service Hours	129	112	16%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		7	100%	50%	96%	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 45 Active Outreach & Engagement 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	13	-38%	▼
Admits	1	5	-80%	▼
Discharges	2	7	-71%	▼
Bed Days	623	646	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		50%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	50%	85%	25%	-35%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		7	88%	60%	85%	28%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		9	287 days	1.1	75%	90%	84%	-15%	▼
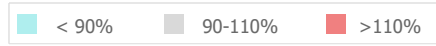
■ < 90%   ■ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 3 Active AIDS Residential Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	80	204	-61% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	91%	85%	90%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		17	77%	90%	93%	-13% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	77%	88%

Data Submitted to DMHAS by 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 98 Active Supportive Housing – Scattered Site Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	2	-		
Discharges	-	-		
Service Hours	93	197	-53%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	90%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		15	88%	90%	93%	-2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		67%	88%

Data Submitted to DMHAS by Month

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

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 2019 - September 2019 (Data as of Dec 27, 2019)
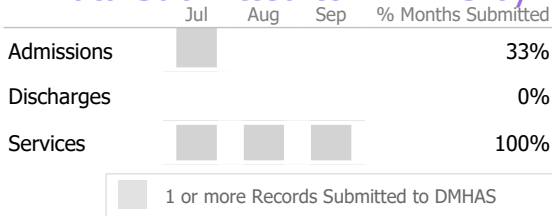
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	42	67	-38% ▼

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%	93%	-1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	78%	88%

Data Submitted to DMHAS by 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 98 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	36	-11%	▼
Admits	16	23	-30%	▼
Discharges	18	14	29%	▲
Bed Days	1,551	1,601	-3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		11	61%	85%	79%	-24%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		22	97 days	0.7	77%	90%	72%	-13%	▼
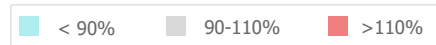
■ < 90%	■ 90-110%	■ >110%

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 13 Active Recovery House Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	48	-13%	▼
Admits	-	-		
Discharges	1	3	-67%	▼
Service Hours	102	338	-70%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		51%	51%

Data Submitted to DMHAS by 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
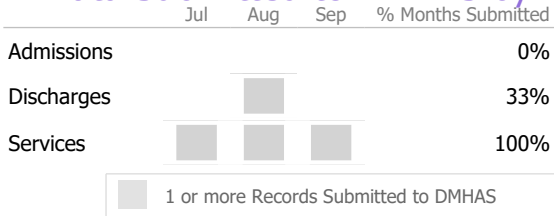
* State Avg based on 1 Active Supportive Housing – Scattered Site Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	-	1	-100%	▼
Discharges	2	3	-33%	▼
Bed Days	884	943	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	51%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	87%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	26%
SA Screen Complete		N/A	26%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		0%	93%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	50%	60%	63%	-10%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	76%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		8	73%	60%	82%	13%	▲
✓	Stable Living Situation		11	100%	95%	91%	5%	
●	Employed		0	0%	25%	10%	-25%	▼
●	Improved/Maintained Axis V GAF Score		0	0%	95%	58%	-95%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		12	577 days	1.1	80%	90%	92%	-10%

▨ < 90%	▨ 90-110%	▨ >110%

▲ > 10% Over	▼ < 10% Under

▨ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs