**Mercy Housing and Shelter Corporation**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 310 | 316 | -2% | |
| | Admits | 118 | 148 | -20% | ▼ |
| | Discharges | 120 | 142 | -15% | ▼ |
| | Service Hours | 4,327 | 4,900 | -12% | ▼ |
| | Bed Days | 8,665 | 8,552 | 1% | |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 153 | 49.2% |
| | Crisis Services | | 42 | 13.5% |
| | Residential Services | | 18 | 5.8% |
| **Addiction** | | | | |
| | Case Management | | 53 | 17.0% |
| | Residential Services | | 44 | 14.1% |
| | Other | | 1 | 0.3% |

## Consumer Satisfaction Survey   (Based on 157 FY16 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | General Satisfaction | | 94% | 80% | 92% |
| ✔ | Participation in Treatment | | 93% | 80% | 92% |
| ✔ | Access | | 91% | 80% | 88% |
| ✔ | Quality and Appropriateness | | 91% | 80% | 93% |
| ✔ | Respect | | 90% | 80% | 91% |
| ✔ | Overall | | 89% | 80% | 91% |
| 🔴 | Recovery | | 79% | 80% | 79% |
| 🔴 | Outcome | | 78% | 80% | 83% |

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✔ Goal Met | 🔴 Under Goal

## Client Demographics

### Age

| Age | | # | % | State Avg | |
|---|---|---|---|---|---|
| 18-25 | | 21 | 7% | 14% | |
| 26-34 | | 42 | 14% | 24% | |
| 35-44 | | 61 | 20% | 20% | |
| 45-54 | | 106 | 34% | ▲ | 22% |
| 55-64 | | 68 | 22% | 16% | |
| 65+ | | 12 | 4% | 5% | |

### Gender

| Gender | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 176 | 57% | 60% |
| Female | | 134 | 43% | 40% |
| Transgender | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 239 | 77% | 74% |
| Hisp-Puerto Rican | | 50 | 16% | 12% |
| Hispanic-Other | | 19 | 6% | 7% |
| Unknown | | 2 | 1% | 6% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 1% |

### Race

| Race | | # | % | State Avg | |
|---|---|---|---|---|---|
| Black/African American | | 164 | 53% | ▲ | 17% |
| White/Caucasian | | 98 | 32% | ▼ | 65% |
| Other | | 36 | 12% | | 13% |
| Am. Indian/Native Alaskan | | 5 | 2% | | 1% |
| Unknown | | 5 | 2% | | 3% |
| Asian | | 1 | 0% | | 1% |
| Hawaiian/Other Pacific Islander | | 1 | 0% | | 0% |
| Multiple Races | | | | | 1% |

Legend: 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 16 | 15 | 7% | |
| Admits | 1 | 10 | -90% | ▼ |
| Discharges | 2 | 1 | 100% | ▲ |
| Service Hours | 540 | 477 | 13% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 14 | 88% | 85% | 83% | 3% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 14 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 99% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | ▪ | | | | 11% |
| Discharges | ▪ | | | | | | ▪ | | | 22% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 71 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 2016 - March 2017  (Data as of Jun 08, 2017)
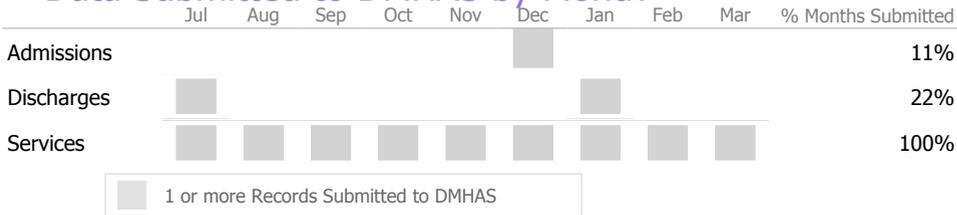
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 23 | 24 | -4% |
| Admits | 18 | 19 | -5% |
| Discharges | 19 | 19 | 0% |
| Bed Days | 1,234 | 1,488 | -17% ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| 🔴 | No Re-admit within 30 Days of Discharge | | 16 | 84% | 85% | 90% | -1% |
| ✔ | Follow-up within 30 Days of Discharge | | 10 | 91% | 90% | 81% | 1% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 6 | 84 days | 0.2 | 75% | 90% | 60% | -15% ▼ |

■ < 90%   ■ 90-110%   ■ >110%

## Data Submitted to DMHAS by Month
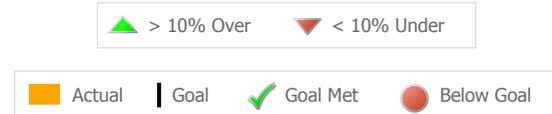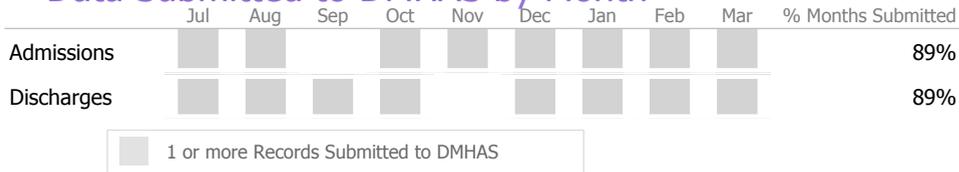
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | ■ | ■ | | ■ | ■ | ■ | 89% |
| Discharges | ■ | ■ | ■ | | | ■ | ■ | ■ | ■ | 89% |

■ 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

**Crisis Respite 615202**
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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 20 | 20 | 0% | |
| Admits | 16 | 17 | -6% | |
| Discharges | 18 | 15 | 20% | ▲ |
| Bed Days | 758 | 729 | 4% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | No Re-admit within 30 Days of Discharge | | 17 | 94% | 85% | 90% | 9% |
| ✓ | Follow-up within 30 Days of Discharge | | 13 | 100% | 90% | 81% | 10% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 4 | 62 days | 0.2 | 69% | 90% | 60% | -21% | ▼ |

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

## Data Submitted to DMHAS by Month
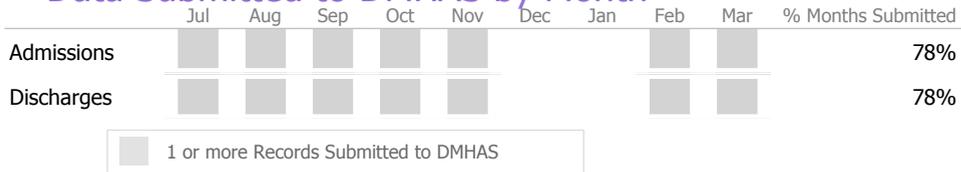
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | | | ▢ | ▢ | 78% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | | | ▢ | ▢ | 78% |

▢ 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---------|--------|----------|------------|---|
| Unique Clients | 10 | 11 | -9% | |
| Admits | - | 1 | -100% | ▼ |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 332 | 359 | -8% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 10 | 100% | 85% | 83% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 10 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 71 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 2016 - March 2017  (Data as of Jun 08, 2017)
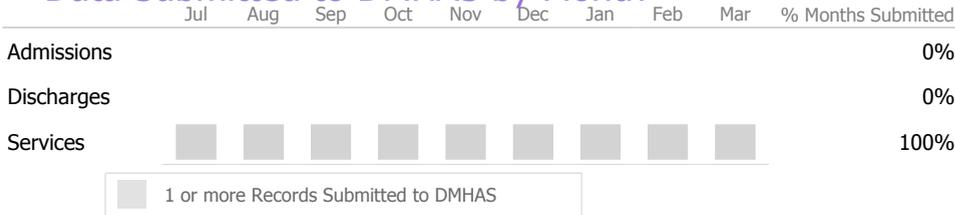
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 65 | 70 | -7% | |
| Admits | 42 | 51 | -18% | ▼ |
| Discharges | 42 | 53 | -21% | ▼ |
| Service Hours | 363 | 316 | 15% | ▲ |

## Service Engagement
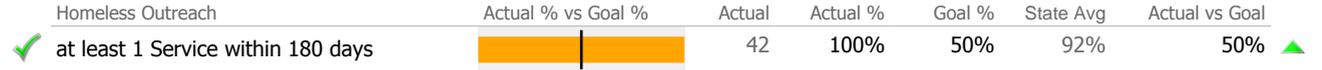
| Homeless Outreach | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | at least 1 Service within 180 days | | 42 | 100% | 50% | 92% | 50% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |
| Discharges | ▪ | ▪ | ▪ | | ▪ | | ▪ | ▪ | ▪ | 78% |
| Services | ▪ | ▪ | | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 89% |

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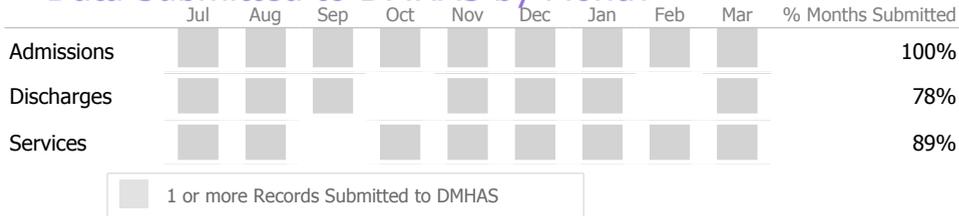
▲ > 10% Over      ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 40 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 17 | 18 | -6% | |
| Admits | 10 | 12 | -17% | ▼ |
| Discharges | 9 | 12 | -25% | ▼ |
| Bed Days | 2,194 | 2,265 | -3% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 99% | 100% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 83% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 4 | 44% | 85% | 42% | -41% | ▼ |
| 🔴 | Follow-up within 30 Days of Discharge | | 2 | 50% | 90% | 46% | -40% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| 🔴 | Self Help | | 9 | 50% | 60% | 77% | -10% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 9 | 319 days | 0.3 | 89% | 90% | 90% | -1% |

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

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | | ▢ | | ▢ | ▢ | ▢ | 78% |
| Discharges | ▢ | ▢ | | ▢ | ▢ | ▢ | | ▢ | ▢ | 78% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|
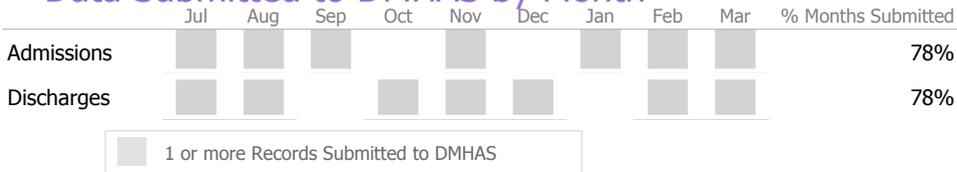
* State Avg based on 3 Active AIDS Residential Programs

**Middletown Supportive Housing DOH 10**
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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 10 | 10 | 0% |
| Admits | 1 | - | |
| Discharges | 1 | 1 | 0% |
| Service Hours | 296 | 385 | -23% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 10 | 100% | 85% | 83% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 9 | 100% | 90% | 96% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | ▪ | | | | | | | 11% |
| Discharges | | | | | | | ▪ | | | 11% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 23 | 22 | 5% | |
| Admits | 2 | - | | |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 713 | 982 | -27% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 23 | 100% | 85% | 83% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 23 | 100% | 90% | 96% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▣ | | | ▣ | | | | | 22% |
| Discharges | | | | | | | | | | 0% |
| Services | ▣ | ▣ | ▣ | ▣ | ▣ | ▣ | ▣ | ▣ | ▣ | 100% |

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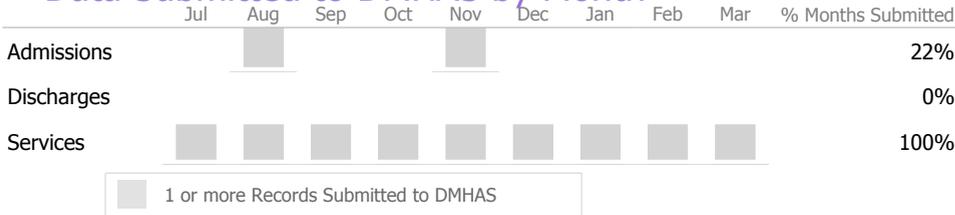
▲ > 10% Over    ▼ < 10% Under

▮ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 71 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 20 | 20 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Service Hours | 590 | 767 | -23% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 20 | 100% | 85% | 83% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 20 | 100% | 90% | 96% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 95% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | 0% |
| Services | | | | | | | | | | 100% |

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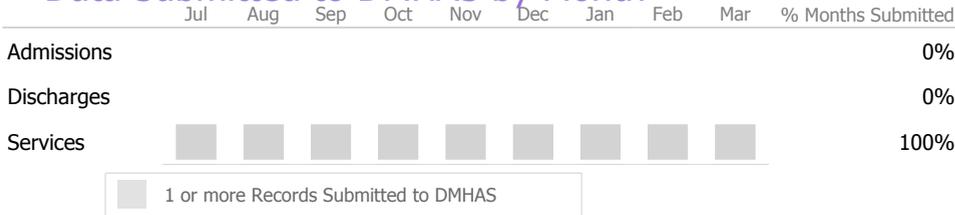
| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| Actual | Goal | ✔ Goal Met | ● Below Goal |
|---|---|---|---|

* State Avg based on 71 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 9 | 9 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 232 | 302 | -23% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 9 | 100% | 85% | 83% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 9 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 89% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 71 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 27 | 33 | -18% | ▼ |
| Admits | 21 | 25 | -16% | ▼ |
| Discharges | 19 | 29 | -34% | ▼ |
| Bed Days | 1,477 | 1,547 | -5% | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | 78% |
| Discharges | ▢ | ▢ | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 89% |

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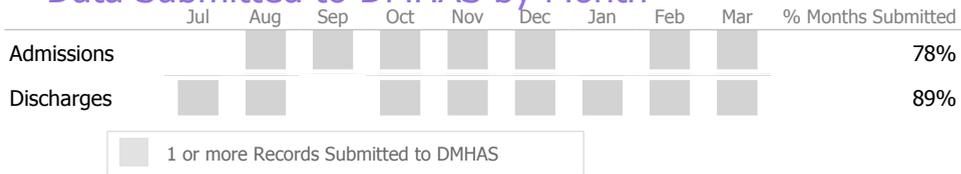
▲ > 10% Over    ▼ < 10% Under

◼ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 14 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

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

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 7 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 2016 - March 2017   (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 53 | 56 | -5% | |
| Admits | 2 | 6 | -67% | ▼ |
| Discharges | 2 | 5 | -60% | ▼ |
| Service Hours | 1,262 | 1,313 | -4% | |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 86% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▇ | | ▇ | | | | | | | 22% |
| Discharges | | | ▇ | | | ▇ | | | | 22% |
| Services | ▇ | ▇ | ▇ | ▇ | ▇ | ▇ | ▇ | ▇ | ▇ | 100% |

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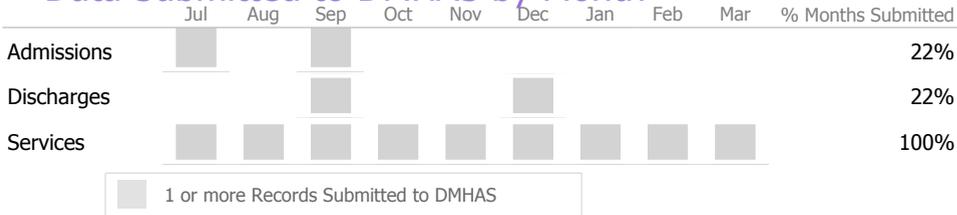
▲ > 10% Over     ▼ < 10% Under

■ 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 2016 - March 2017  (Data as of Jun 08, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 18 | 16 | 13% | ▲ |
| Admits | 5 | 6 | -17% | ▼ |
| Discharges | 8 | 5 | 60% | ▲ |
| Bed Days | 3,002 | 2,523 | 19% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 88% | 93% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 100% | 88% |
| ✔ SA Screen Complete | | 100% | 87% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 100% |
| Valid Axis V GAF Score | | 11% | 96% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 7 | 88% | 60% | 70% | 28% | ▲ |
| ✔ | Follow-up within 30 Days of Discharge | | 7 | 100% | 90% | 79% | 10% | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 16 | 89% | 60% | 85% | 29% | ▲ |
| ✔ | Stable Living Situation | | 18 | 100% | 95% | 96% | 5% | |
| 🔴 | Employed | | 0 | 0% | 25% | 7% | -25% | ▼ |
| 🔴 | Improved/Maintained Axis V GAF Score | | 1 | 7% | 95% | 68% | -88% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 12 | 452 days | 0.3 | 91% | 90% | 93% | 1% |

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

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▪ | | | ▪ | | | ▪ | ▪ | 44% |
| Discharges | ▪ | ▪ | | ▪ | ▪ | ▪ | | | ▪ | 67% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

| ☐ Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|

* State Avg based on 72 Active Supervised Apartments Programs