

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	326	294	11%	▲
	Admits	225	194	16%	▲
	Discharges	163	198	-18%	▼
	Service Hours	3,431	1,449	137%	▲
	Bed Days	11,861	11,984	-1%	

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

### Consumer Satisfaction Survey (Based on 108 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
✓ General Satisfaction		86%	80%	92%
✓ Recovery		82%	80%	79%
● Outcome		79%	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	149	45.0%
	Crisis Services	55	16.6%
	Other	55	16.6%
	Residential Services	17	5.1%
<b>Addiction</b>	Residential Services	54	16.3%
	Other	1	0.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	24	7%	16%	Male	182	56%	60%
26-34	43	13%	24%	Female	144	44%	40%
35-44	66	20%	19%				
45-54	107	33%	23%				
55-64	71	22%	14%				
65+	15	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	242	74%	75%	Black/African American	184	56%	17%
Hisp-Puerto Rican	72	22%	12%	White/Caucasian	94	29%	66%
Hispanic-Other	10	3%	6%	Other	42	13%	13%
Unknown	2	1%	6%	Am. Indian/Native Alaskan	2	1%	1%
Hispanic-Cuban			0%	Asian	2	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	0%	0%
				Unknown	1	0%	3%
				Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	39	-18% ▼
Admits	28	34	-18% ▼
Discharges	29	35	-17% ▼
Bed Days	1,703	1,905	-11% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		28	97%	85%	86%	12% ▲
✓ Follow-up within 30 Days of Discharge		16	100%	90%	77%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	76 days	0.1	78%	90%	107%	-12% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	25	24	4%
Discharges	24	24	0%
Bed Days	816	746	9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> No Re-admit within 30 Days of Discharge		20	83%	85%	86%	-2%
<span style="color: green;">✓</span> Follow-up within 30 Days of Discharge		14	100%	90%	77%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Avg Utilization Rate		4	42 days	0.1	56%	90%	107%	-34% <span style="color: red;">▼</span>

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	1	900% ▲
Admits	9	-	
Discharges	-	-	
Service Hours	458	3	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

### Service Utilization

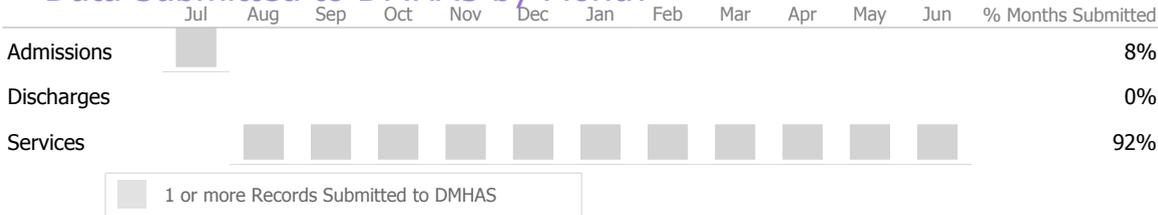
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

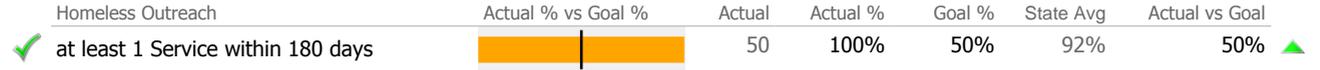
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

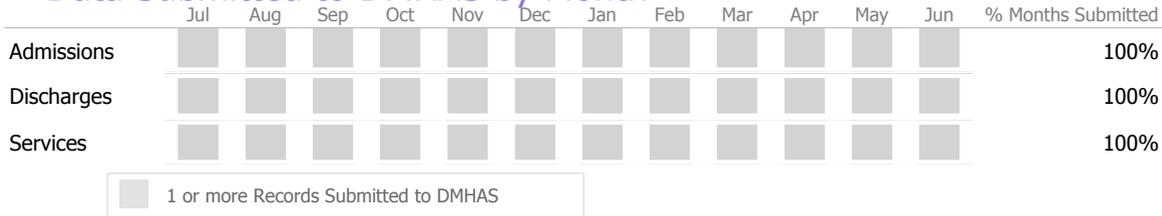
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	88	-19% ▼
Admits	52	69	-25% ▼
Discharges	51	70	-27% ▼
Service Hours	395	382	3%

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 38 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	9	12	-25% ▼
Discharges	10	11	-9%
Bed Days	2,951	2,868	3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	60%	85%	33%	-25% ▼
● Follow-up within 30 Days of Discharge		1	17%	90%	29%	-73% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		16	89%	60%	54%	29% ▲
● Abstinence/Reduced Drug Use		0	0%	70%	0%	-70% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99% 100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 76%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	462 days	0.2	90%	90%	95%	0%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 4 Active AIDS Residential Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	-	-	
Service Hours	504	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

### Service Utilization

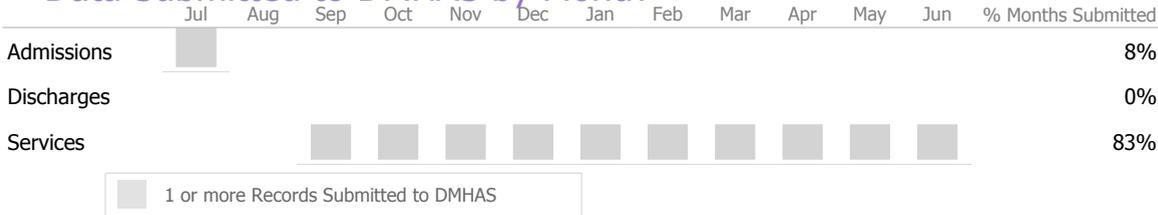
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 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 2014 - June 2015 (Data as of Sep 17, 2015)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23		
Admits	23	-	
Discharges	1	-	
Service Hours	1,065	-	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	89%	11% ▲

## Service Utilization

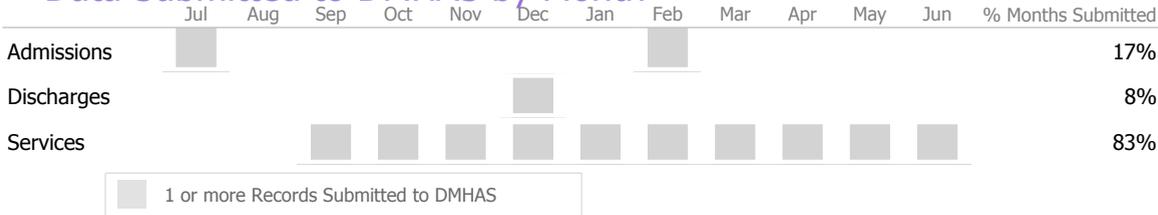
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 69 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 2014 - June 2015 (Data as of Sep 17, 2015)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	10	110% ▲
Admits	12	-	
Discharges	2	1	100% ▲
Service Hours	650	630	3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		13	62%	85%	89%	-23% ▼

## Service Utilization

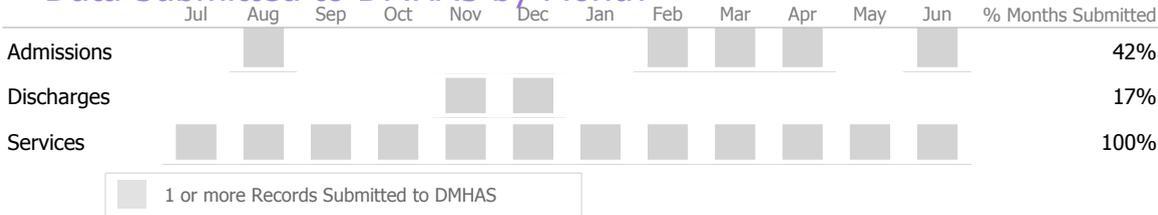
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	97%	5%

## Data Submission Quality

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

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

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 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 2014 - June 2015 (Data as of Sep 17, 2015)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	2	2	0%
Discharges	2	-	
Service Hours	353	434	-19% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	89%	-3%

## Service Utilization

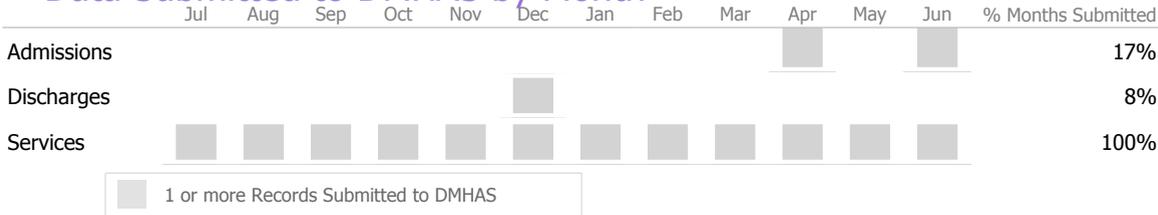
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	51	-29% ▼
Admits	32	46	-30% ▼
Discharges	32	46	-30% ▼
Bed Days	1,921	2,499	-23% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Recovery House Programs

## 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	Apr	May	Jun	% 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	48	15% ▲
Admits	12	2	500% ▲
Discharges	5	5	0%

### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Screening Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	6	5	20% ▲
Discharges	7	6	17% ▲
Bed Days	4,470	3,966	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	64%
SA Screen Complete	100%	63%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	99%
Valid Axis V GAF Score	82%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		6	86%	90%	79%	-4%

### Recovery

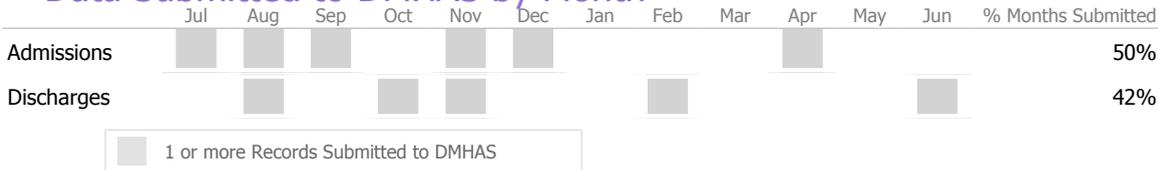
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	71%	60%	83%	11% ▲
Stable Living Situation		16	94%	95%	96%	-1%
Employed		0	0%	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		5	31%	95%	72%	-64% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	660 days	0.2	102%	90%	92%	12% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs