

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	149	159	-6%
	Admits	12	12	0%
	Discharges	11	28	-61% ▼
	Service Hours	745	1,180	-37% ▼
	Bed Days	5,605	6,643	-16% ▼
	S.Rehab/PHP/IOP	179	5,081	-96% ▼

Consumer Satisfaction Survey

(Based on 116 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		97%	80%	83%
✓ Respect		95%	80%	91%
✓ Recovery		87%	80%	79%

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

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	111	57.8%
	Community Support	29	15.1%
	Residential Services	27	14.1%
	Case Management	25	13.0%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	13	9% ▼	22%
35-44	24	16%	23%
45-54	33	22%	19%
55-64	52	35% ▲	19%
65+	24	16%	8%

Gender	#	%	State Avg
Male	76	51%	58%
Female	73	49%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	129	87% ▲	69%
Hisp-Puerto Rican	9	6%	12%
Hispanic-Other	8	5%	8%
Unknown	3	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	87	58%	62%
Black/African American	48	32% ▲	17%
Other	10	7%	13%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%

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

141 East Ave. Soc.Res 112-280

Keystone House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

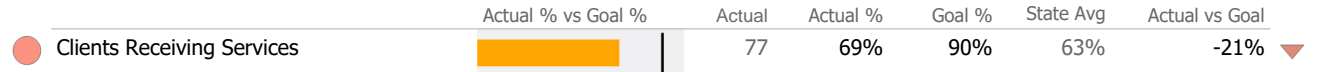
Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

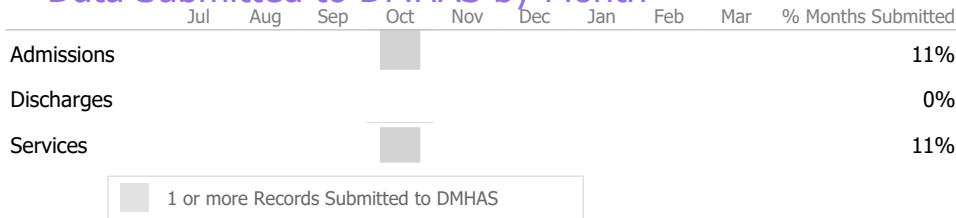
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	124	-10% ▼
Admits	1	6	-83% ▼
Discharges	-	14	-100% ▼
Service Hours	195	3	
Social Rehab/PHP/IOP Days	179	5,081	-96% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	31	-6%
Admits	1	1	0%
Discharges	5	4	25% ▲
Service Hours	321	820	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic		
6 Month Updates	4%	86%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	58%	15% ▲

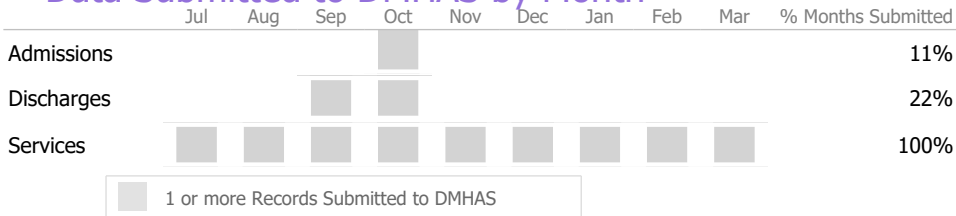
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	97%	60%	81%	37% ▲
✓ Stable Living Situation		29	100%	80%	88%	20% ▲
✓ Employed		10	34%	20%	12%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	6	1	500% ▲
Discharges	5	3	67% ▲
Bed Days	1,889	3,185	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	50%	82%
SA Screen Complete	75%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	80%	90%	20% ▲
No Re-admit within 30 Days of Discharge		5	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		5	100%	90%	89%	10%

Recovery

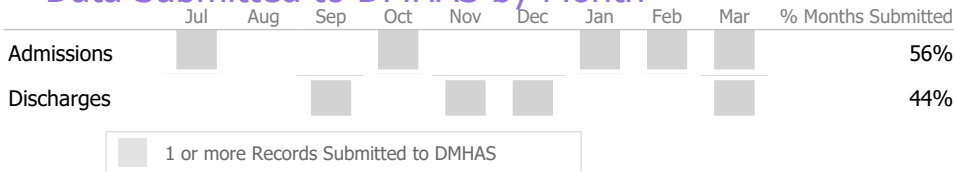
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	88%	25% ▲
Stable Living Situation		11	85%	90%	98%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	881 days	0.5	57%	90%	89%	-33% ▼

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 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,644	1,459	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	78%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	84%	40% ▲
✓ Stable Living Situation		6	100%	95%	94%	5%
○ Employed		1	17%	25%	9%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,449 days	0.3	100%	90%	93%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	3	2	50% ▲
Discharges	-	5	-100% ▼
Service Hours	229	357	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	92%	85%	89%	7%

Service Utilization

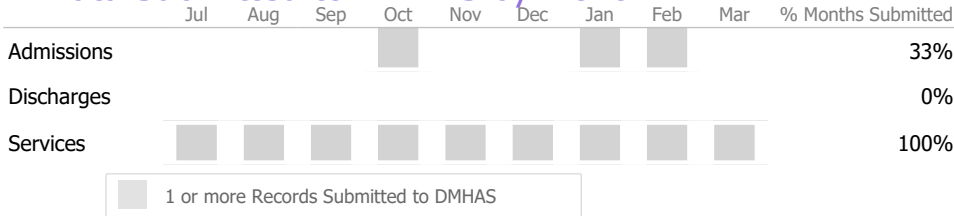
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	98%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	1	0%
Discharges	1	2	-50% ▼
Bed Days	2,072	1,999	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	90%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	89%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	90%	98%	10%
✓ Social Support		5	62%	60%	88%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	992 days	0.3	95%	90%	89%	5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges									■	11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs