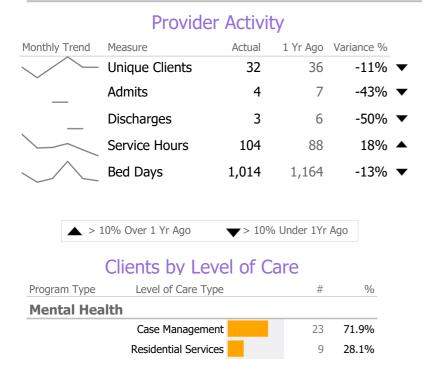
## Pacific House (formerly Shelter for the Homeless) Stamford, CT

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)



## Consumer Satisfaction Survey (Based on 13 FY23 Surveys)



## **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	3%	8%	Male	27	84%	<b>▲</b> 59%
26-34	2	6%	▼ 19%	Female 📕	5	16%	<b>▼</b> 41%
35-44	4	13%	<b>▼</b> 24%	Transgender			0%
45-54	6	19%	18%				
55-64	14	44%	<b>▲</b> 19%				
65+	5	16%	10%	Race	#	%	State Avg
				Black/African American	16	50%	<b>▲</b> 17%
Ethnicity	#	%	State Avg	White/Caucasian 📒 📔	12	38%	▼ 60%
Non-Hispanic	20	63%	65%	Multiple Races	3	9%	1%
Hispanic-Other	12	38%	<b>▲</b> 10%	Asian	1	3%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander			0%
				Other			<b>▼</b> 12%
Hisp-Puerto Rican			10%	Unknown			8%
Unknown			▼ 14%				
	Unique (	Clients	State Avg	▲ > 10% Over State Avg	> 10% L	Jnder S	tate Avg

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

#### **ODFC 0285**

Pacific House (formerly Shelter for the Homeless) Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Quality Dashboard

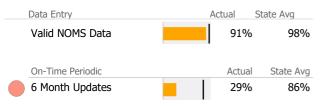
# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	22	-5%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	12	35	-66%	▼

# Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Stable Living Situation		19	90%	85%	86%	5%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Clients Receiving Services		19	90%	90%	91%	0%

# Data Submission Quality



# Data Submitted Log DMHAS by Month Jul Aug Sep Oct Nov Dec % Months Submitted Admissions 0% Discharges 0% Services 33% 1 or more Records Submitted to DMHAS

	<b>▲</b> > 1	0% Over		< 10%	Under	
Act	tual	Goal 🗸	Goal N	Чet	Belo	w Goal

\* State Avg based on 118 Active Supportive Housing - Scattered Site Programs

#### **ODFC 0324**

Pacific House (formerly Shelter for the Homeless)

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

#### Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours		3	-85% 🔻

### Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation		0	0%	85%	86%	-85%	▼
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		2	100%	90%	91%	10%	

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	86%



	> 10% 0	ver <b>v</b> < 10 <sup>0</sup>	% Under
Actual	Goal	V Goal Met	Below Goal

<sup>\*</sup> State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Pacific House (formerly Shelter for the Homeless) Mental Health - Residential Services - Transitional

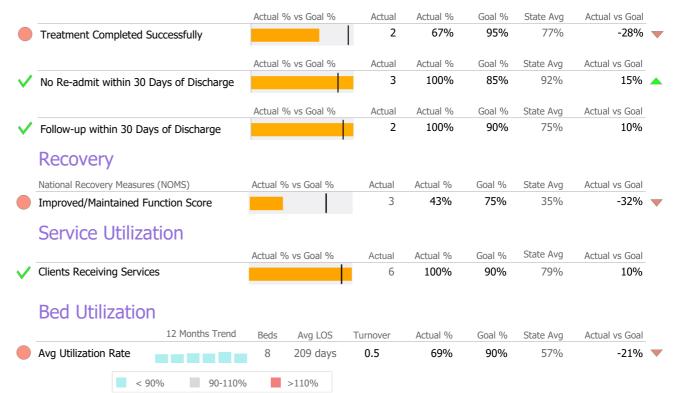
# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% 🔻
Admits	4	6	-33% 🔻
Discharges	3	5	-40% 🔻
Service Hours	91	50	83% 🔺
Bed Days	1,014	1,164	-13% 🔻

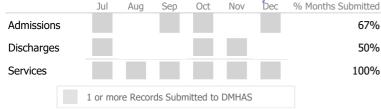
# Data Submission Quality

Data Entry	A	ctual	State Avg
Valid NOMS Data		100%	94%
On-Time Periodic		Actual	State Avg
6 Month Updates		75%	91%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		100%	94%

# **Discharge Outcomes**



# Data Submitted to DMHAS by Month



	> 10% 0	ver 💙 < 100	% Under
Actual	Goal	V Goal Met	Below Goal

\* State Avg based on 8 Active Transitional Programs