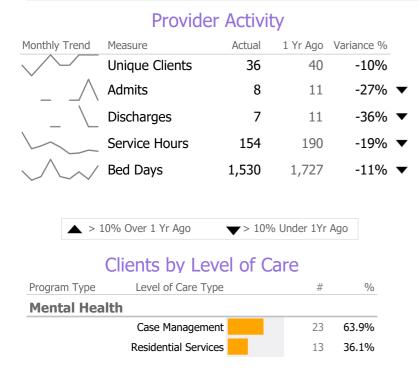
Pacific House (formerly Shelter for the Homeless) Stamford, CT

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)



Consumer Satisfaction Survey (Based on 13 FY23 Surveys)



Client Demographics

Age		#	%	State Avg	Gender	#	%	State Avg
18-25		1	3%	9%	Male	31	86%	▲ 59%
26-34	1	3	8%	▼ 20%	Female	5	14%	▼ 40%
35-44	Ì	6	17%	25%	Transgender			0%
45-54	Ĺ	6	17%	18%				
55-64		14	39%	▲ 19%				
65+		6	17%	10%	Race	#	%	State Avg
					Black/African American	16	44%	▲ 17%
Ethnicity		#	%	State Avg	White/Caucasian	14	39%	▼ 59%
Non-Hispanic		23	64%	64%	Multiple Races	3	8%	1%
Hispanic-Other		13	36%	▲ 10%	Asian	2	6%	1%
Hispanic-Cuban				0%	Other	1	3%	12%
Hispanic-Mexican				1%	Am. Indian/Native Alaskan			1%
					Hawaiian/Other Pacific Islander			0%
Hisp-Puerto Rican				10%	Unknown			9%
Unknown				▼ 14%				
		Unique C	lients	State Avg	> 10% Over State Avg	▼ > 10%	Under S	tate Avg

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

ODFC 0285

Admissions

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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	-	2	-100% 🔻
Discharges	-	2	-100% 🔻
Service Hours	12	60	-80% 🔻

Recovery

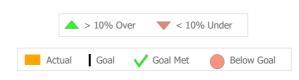
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	90%	85%	86%	5%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	90%	90%	94%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%
On-Time Periodic	Actua	l State Avg
6 Month Updates	0%	84%

Discharges Services	S	
Services		
	1 or more Records Submitted to DMHAS	

Data Submitted to DMHAS by Month Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted



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

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

0%

0%

22%

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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours		5	-92%

Recovery

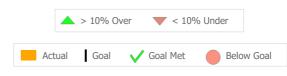
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation		0	0%	85%	86%	-85%	▼
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		2	100%	90%	94%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%

Data Submitted to DMHAS by Month





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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% 🔻
Admits	8	9	-11% 🔻
Discharges	7	9	-22% 🔻
Service Hours	142	125	13% 🔺
Bed Days	1,530	1,727	-11% 🔻

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	100%	95%
·		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	90%
▼ -		

Discharge Outcomes

	Actual of	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	_
Treatment Completed Successfully			6	86%	95%	74%	-9%	
	Actual 9	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge			7	100%	85%	93%	15%	4
	Actual o	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge			6	100%	90%	81%	10%	
Recovery								
National Recovery Measures (NOMS)	Actual %	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Improved/Maintained Function Score			7	78%	75%	47%	3%	
Service Utilization								
	Actual %	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services			6	100%	90%	76%	10%	
Bed Utilization								
12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate	8	237 days	0.3	70%	90%	73%	-20%	
< 90% 90-110%		>110%						

Data Submitted to DMHAS by Month

