

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	157	165	-5%
	Admits	30	15	100% ▲
	Discharges	78	53	47% ▲
	Service Hours	23,290	26,401	-12% ▼
	Bed Days	8,296	8,136	2%
	S.Rehab/PHP/IOP	18,334	8,803	108% ▲

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

Consumer Satisfaction Survey

(Based on 77 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ General Satisfaction		96%	80%	92%
✓ Recovery		96%	80%	79%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Outcome		93%	80%	83%
✓ Respect		93%	80%	91%

■ 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	130	71.4%
	Residential Services	30	16.5%
	Case Management	22	12.1%

Client Demographics

Age	#	%	State Avg
18-25	4	3%	9%
26-34	15	10%	20%
35-44	24	15%	25%
45-54	29	18%	18%
55-64	51	32% ▲	18%
65+	34	22% ▲	9%

Gender	#	%	State Avg
Male	91	58%	60%
Female	66	42%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	134	85% ▲	64%
Hisp-Puerto Rican	13	8%	10%
Hispanic-Other	7	4%	11%
Unknown	3	2% ▼	15%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	85	54%	58%
Black/African American	52	33% ▲	17%
Other	11	7%	12%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Unknown	2	1%	9%
Hawaiian/Other Pacific Islander	1	1%	0%

■ 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

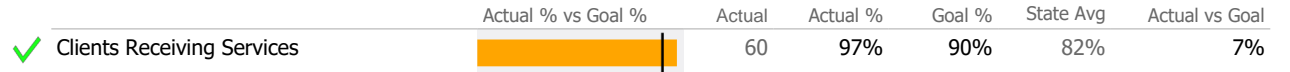
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

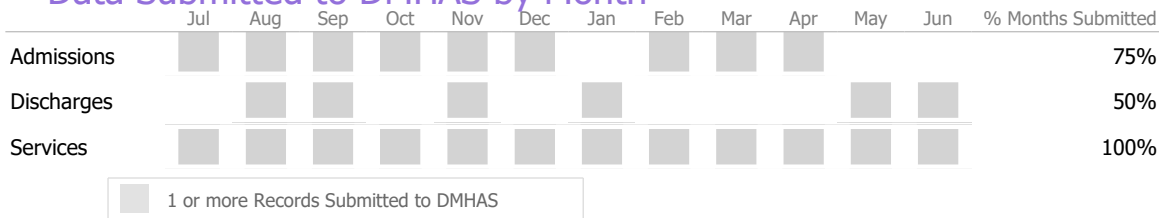
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	129	1%
Admits	20	7	186% ▲
Discharges	71	16	344% ▲
Service Hours	22,969	25,999	-12% ▼
Social Rehab/PHP/IOP Days	18,334	8,803	108% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	14	14% ▲
Admits	6	3	100% ▲
Discharges	4	4	0%
Bed Days	3,795	3,869	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	80%	86%	-5%
No Re-admit within 30 Days of Discharge		4	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	82%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	83%	28% ▲
Stable Living Situation		16	100%	90%	100%	10%
Improved/Maintained Function Score		5	38%	95%	69%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	925 days	0.3	86%	90%	83%	-4%

Legend: ■ < 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	■		■		■			■	■				42%
Discharges	■	■		■				■					33%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,196	2,190	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	87%	23% ▲
✓ Improved/Maintained Function Score		6	100%	95%	66%	5%
✓ Stable Living Situation		6	100%	95%	95%	5%
● Employed		1	17%	25%	13%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	4,636 days	0.3	100%	90%	89%	10%

■ < 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													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Pilots Program

Keystone House Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	321	356	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	85%	1%

Service Utilization

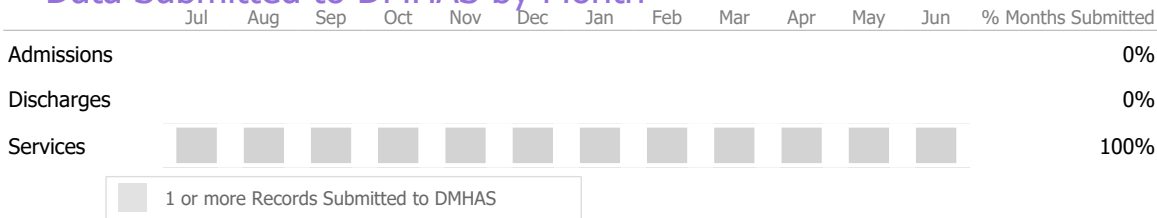
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* 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	8	12	-33% ▼
Admits	4	4	0%
Discharges	3	8	-63% ▼
Bed Days	2,305	2,077	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	69%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

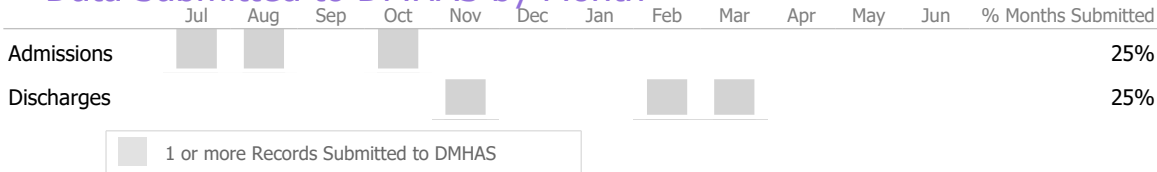
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	100%	95%	95%	5%
Improved/Maintained Function Score		7	88%	95%	66%	-7%
Social Support		4	50%	60%	87%	-10%
Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	615 days	0.3	79%	90%	89%	-11% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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