Pathways Inc.
Greenwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024   (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	68	3%	
	Admits	2	2	0%	
	Discharges	2	1	100%	▲
	Service Hours	175	115	52%	▲
	Bed Days	1,386	1,442	-4%	
	S.Rehab/PHP/IOP	1,113	459	142%	▲

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

Consumer Satisfaction Survey   (Based on 33 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		91%	80%	91%
✓	General Satisfaction		88%	80%	92%
✓	Quality and Appropriateness		85%	80%	93%
✓	Access		85%	80%	88%
●	Participation in Treatment		76%	80%	92%
●	Respect		76%	80%	91%
●	Outcome		75%	80%	83%

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		44	42.7%
	Community Support		33	32.0%
	Residential Services		26	25.2%

Client Demographics

Age

		#	%		State Avg
18-25		1	1%		8%
26-34		10	14%		18%
35-44		6	9%	▼	24%
45-54		14	20%		18%
55-64		18	26%		20%
65+		21	30%	▲	12%

Gender

		#	%		State Avg
Male		51	73%	▲	58%
Female		19	27%	▼	42%
Transgender/Other					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		64	91%	▲	64%
Hispanic-Other		3	4%		11%
Unknown		3	4%		14%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican					10%

Race

		#	%		State Avg
White/Caucasian		61	87%	▲	59%
Black/African American		6	9%		17%
Asian		2	3%		1%
Other		1	1%	▼	12%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					9%

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

175 Milbank Ave.GrpRes 116-240
Pathways Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	681	706	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	91%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	80%	82%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	70%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	N/A

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%	82%	2%
🔴 Improved/Maintained Function Score		1	14%	95%	67%	-81% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,149 days	1.0	93%	90%	85%	3%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

☐ 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

258 Davis Ave.SupRes 116-250
Pathways Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	-	
Discharges	-	-	
Service Hours	46	13	
Bed Days	705	736	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	86%	28% ▲
● Stable Living Situation		7	88%	95%	97%	-7%
● Employed		1	12%	25%	11%	-13% ▼
● Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	87%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	88%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,784 days	1.0	96%	90%	88%	6%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■			33%
Discharges				0%
Services	■	■	■	100%

■ 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

CSP 116-260
Pathways Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	27	22%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	128	102	26%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		10%	86%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		31	94%	60%	79%	34% ▲
✔ Stable Living Situation		33	100%	80%	86%	20% ▲
🔴 Employed		6	18%	20%	15%	-2%
🔴 Improved/Maintained Function Score		3	10%	65%	51%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		22	67%	90%	94%	-23% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 33 Active CSP Programs

East Putnam Supported Housing
Pathways Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	1	1	67%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	100%	60%	85%	40%	▲
✓ Stable Living Situation		9	90%	85%	96%	5%	
✓ Employed		3	30%	25%	16%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		2	20%	90%	97%	-70%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under	
▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 23 Active Residential Support Programs

Friendship Success Club
Pathways Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	46	-4%	
Admits	-	-		
Discharges	1	-		
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,113	459	142%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	[bar]	32	74%	90%	66%	-16%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▦		33%
Services	▦	▦	▦	100%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▦ Actual		Goal	✓ Goal Met	● Below Goal
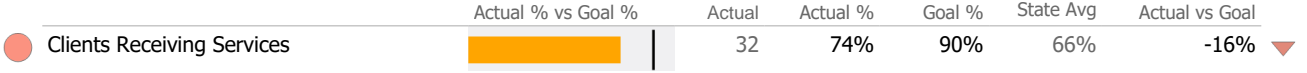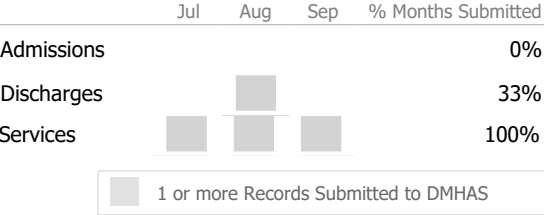
* State Avg based on 34 Active Social Rehabilitation Programs