Keystone House Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
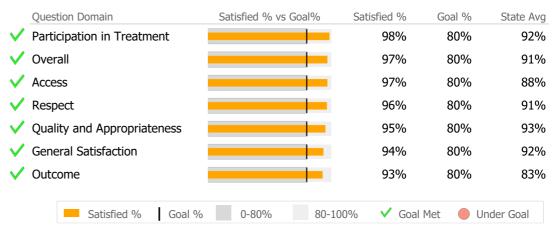Reporting Period: July 2024 - December 2024   (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	92	149	-38%	▼
	Admits	9	18	-50%	▼
	Discharges	9	20	-55%	▼
	Service Hours	7,462	13,368	-44%	▼
	Bed Days	4,440	4,137	7%	
	S.Rehab/PHP/IOP	4,820	11,452	-58%	▼

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

Consumer Satisfaction Survey   (Based on 62 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		93%	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	66	57.4%
	Residential Services	26	22.6%
	Case Management	23	20.0%

Client Demographics

Age

Age	#	%	State Avg
18-25	1	1%	8%
26-34	6	7% ▼	19%
35-44	18	20%	25%
45-54	17	18%	18%
55-64	27	29%	19%
65+	23	25% ▲	11%

Gender

Gender	#	%	State Avg
Male	55	60%	59%
Female	37	40%	41%
Transgender/Other			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	78	85% ▲	64%
Hisp-Puerto Rican	9	10%	10%
Hispanic-Other	3	3%	11%
Unknown	2	2% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
White/Caucasian	46	50%	58%
Black/African American	32	35% ▲	18%
Other	7	8%	12%
Multiple Races	3	3%	1%
Unknown	2	2%	9%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander			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
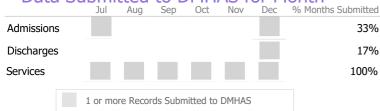Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	122	-46%	▼
Admits	2	11	-82%	▼
Discharges	3	16	-81%	▼
Service Hours	7,308	13,215	-45%	▼
Social Rehab/PHP/IOP Days	4,820	11,452	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	[bar]	58	89%	90%	67%	-1%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢					▢	33%
Discharges						▢	17%
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

Elmcrest 1 112-241
Keystone House Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
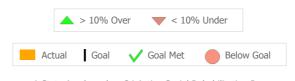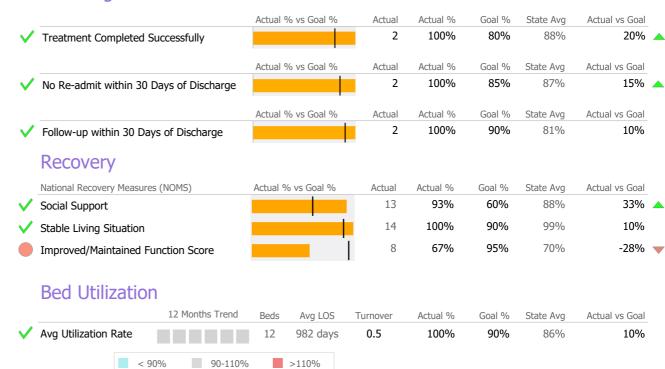Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	13	8%	
Admits	2	3	-33%	▼
Discharges	2	3	-33%	▼
Bed Days	2,208	1,781	24%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	80%	88%	20%	▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	87%	15%	▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		13	93%	60%	88%	33%	▲
✓ Stable Living Situation		14	100%	90%	99%	10%	
🔴 Improved/Maintained Function Score		8	67%	95%	70%	-28%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	982 days	0.5	100%	90%	86%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪	▪	33%
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

Genoa 1 112251
Keystone House Inc.
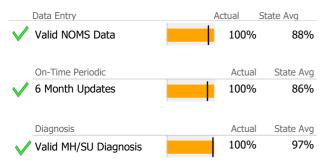Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	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	60%	65%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	85%	23% ▲
✓ Improved/Maintained Function Score		6	100%	95%	72%	5%
✓ Stable Living Situation		6	100%	95%	97%	5%
🔴 Employed		1	17%	25%	12%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	4,820 days	0.5	100%	90%	89%	10%

☐ < 90%	☐ 90-110%	🔴 >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 82 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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	1	-	
Discharges	1	-	
Service Hours	154	153	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		20	87%	85%	83%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		22	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪				17%
Discharges		▪					17%
Services	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

St. John's
Keystone House Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	4	4	0%	
Discharges	3	1	200%	▲
Bed Days	1,128	1,252	-10%	

Data Submission Quality
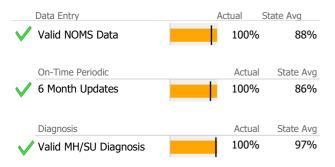
Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	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		3	100%	60%	65%	40%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	95%	97%	5%	
●	Social Support		4	44%	60%	85%	-16%	▼
●	Employed		0	0%	25%	12%	-25%	▼
●	Improved/Maintained Function Score		4	80%	95%	72%	-15%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		8	646 days	0.5	77%	90%	89%	-13%	▼

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨			▨		▨	50%
Discharges					▨	▨	33%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 82 Active Supervised Apartments Programs