Pathways Inc.
Greenwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	72	67	7%	
	Admits	7	5	40%	▲
	Discharges	7	7	0%	
	Service Hours	480	397	21%	▲
	Bed Days	4,153	4,130	1%	
	S.Rehab/PHP/IOP	3,348	2,151	56%	▲

▲ > 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	49	46.7%
	Community Support	29	27.6%
	Residential Services	27	25.7%

Client Demographics

Age	#	%		State Avg
18-25	1	1%		8%
26-34	11	15%		19%
35-44	7	10%	▼	25%
45-54	15	21%		18%
55-64	18	25%		18%
65+	21	29%	▲	11%

Gender	#	%		State Avg
Male	52	71%	▲	59%
Female	21	29%	▼	40%
Transgender/Other				0%

Ethnicity	#	%		State Avg
Non-Hispanic	67	92%	▲	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	64	88%	▲	58%
Black/African American	6	8%		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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	1	2	-50%	▼
Discharges	2	3	-33%	▼
Bed Days	2,060	1,958	5%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

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		1	50%	80%	86%	-30%	▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	89%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	90%	99%	10%	
✓ Social Support		6	67%	60%	86%	7%	
● Improved/Maintained Function Score		2	25%	95%	74%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,110 days	0.3	94%	90%	86%	4%

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										22%

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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	114	58	97% ▲
Bed Days	2,093	2,172	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	87%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	71%	94%

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		1	100%	60%	71%	40% ▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	74%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	84%	28% ▲
● Stable Living Situation		7	88%	95%	96%	-7%
● Employed		1	12%	25%	13%	-13% ▼
● Improved/Maintained Function Score		0	0%	95%	73%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,955 days	0.3	95%	90%	90%	5%

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%
Services										89%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	28	4%	
Admits	-	2	-100%	▼
Discharges	3	1	200%	▲
Service Hours	349	319	9%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	87%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	33%	65%	61%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		27	93%	60%	80%	33%	▲
✓ Stable Living Situation		29	100%	80%	88%	20%	▲
✓ Employed		6	21%	20%	16%	1%	
● Improved/Maintained Function Score		6	21%	65%	55%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	81%	90%	98%	-9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	17	20	-16%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	98%

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%	86%	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%	98%	-70%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services		■			■	■	■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 22 Active Residential Support Programs

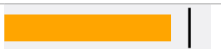
Friendship Success Club
Pathways Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	46	7%
Admits	4	-	
Discharges	1	1	0%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,348	2,151	56% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	81%	90%	81%	-9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■	■					33%
Discharges		■								11%
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