Keystone House Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
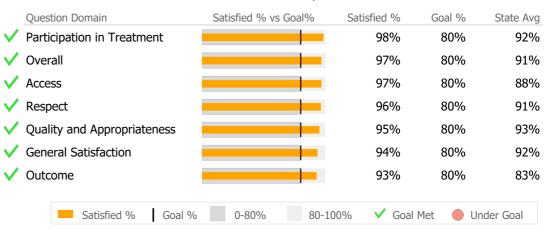Reporting Period: July 2024 - June 2025   (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	156	-39%	▼
	Admits	13	31	-58%	▼
	Discharges	14	77	-82%	▼
	Service Hours	11,947	23,290	-49%	▼
	Bed Days	8,825	8,296	6%	
	S.Rehab/PHP/IOP	7,666	18,334	-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	55.5%
	Residential Services	30	25.2%
	Case Management	23	19.3%

Client Demographics

Age

Age	#	%		State Avg
18-25	1	1%		9%
26-34	6	6%	▼	19%
35-44	19	20%		26%
45-54	19	20%		18%
55-64	28	29%	▲	18%
65+	23	24%	▲	10%

Gender

Gender	#	%	State Avg
Male	57	59%	60%
Female	39	41%	40%
Transgender/Other			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	82	85%	▲	64%
Hisp-Puerto Rican	9	9%		10%
Hispanic-Other	3	3%		12%
Unknown	2	2%	▼	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
White/Caucasian	49	51%		58%
Black/African American	33	34%	▲	18%
Other	7	7%		12%
Multiple Races	3	3%		1%
Unknown	2	2%		10%
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 - June 2025   (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	129	-49%	▼
Admits	2	21	-90%	▼
Discharges	4	70	-94%	▼
Service Hours	11,675	22,969	-49%	▼
Social Rehab/PHP/IOP Days	7,666	18,334	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	98%	90%	84%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 34 Active Social Rehabilitation Programs

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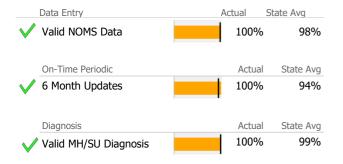Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
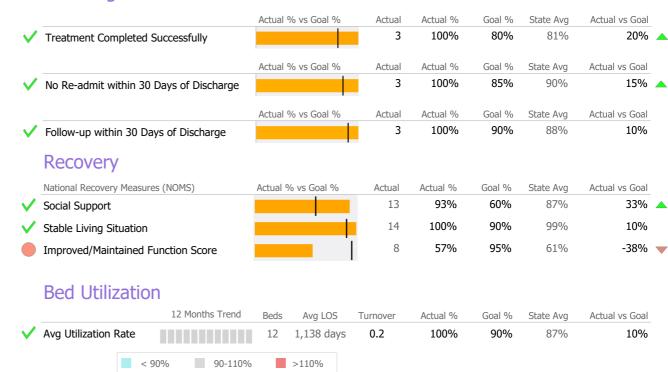Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	16	-13%	▼
Admits	2	6	-67%	▼
Discharges	3	4	-25%	▼
Bed Days	4,379	3,795	15%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	80%	81%	20%	▲
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	90%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	88%	10%	

Data Submission Quality

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

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

	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%	87%	33%	▲
✓	Stable Living Situation		14	100%	90%	99%	10%	
●	Improved/Maintained Function Score		8	57%	95%	61%	-38%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		12	1,138 days	0.2	100%	90%	87%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▢	▢							17%
Discharges					▢	▢						▢	25%

▢ 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.
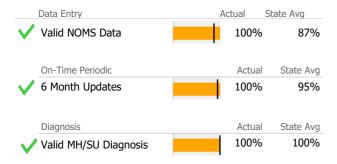Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	2,124	2,196	-3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	70%	40%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	61%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		5	71%	60%	86%	11%	▲
✓	Stable Living Situation		7	100%	95%	96%	5%	
✓	Improved/Maintained Function Score		6	100%	95%	66%	5%	
🔴	Employed		1	14%	25%	13%	-11%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	4,728 days	0.3	97%	90%	90%	7%

< 90%	90-110%	>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions											▢		8%
Discharges								▢					8%

▢ 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

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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	1	-	
Discharges	2	-	
Service Hours	272	321	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	87%	85%	86%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪										8%
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 119 Active Supportive Housing – Scattered Site Programs

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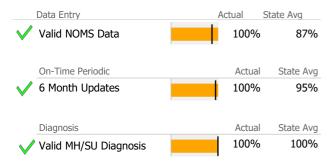Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)
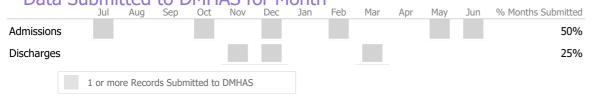
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	8	50%	▲
Admits	7	4	75%	▲
Discharges	4	3	33%	▲
Bed Days	2,322	2,305	1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	100%	60%	70%	40%	▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	61%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	67%	60%	86%	7%	
✓ Stable Living Situation		12	100%	95%	96%	5%	
● Improved/Maintained Function Score		9	90%	95%	66%	-5%	
● 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	558 days	0.3	80%	90%	90%	-10%

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪		▪		▪			▪	▪	50%
Discharges					▪	▪			▪				25%

☐ 1 or more Records Submitted to DMHAS