Pacific House (formerly Shelter for the Homeless)
Stamford, 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	55	40	38%	▲
	Admits	32	11	191%	▲
	Discharges	16	15	7%	
	Service Hours	393	212	86%	▲
	Bed Days	2,029	2,165	-6%	

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

Consumer Satisfaction Survey   (Based on 29 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		93%	80%	92%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   ⬤ Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	40	71.4%
	Residential Services	16	28.6%

Client Demographics

Age

	#	%		State Avg
18-25				9%
26-34	6	11%		19%
35-44	8	15%	▼	26%
45-54	11	20%		18%
55-64	22	40%	▲	18%
65+	8	15%		10%

Gender

	#	%		State Avg
Male	44	80%	▲	60%
Female	11	20%	▼	40%
Transgender/Other				0%

Race

	#	%		State Avg
Black/African American	32	58%	▲	18%
White/Caucasian	18	33%	▼	58%
Multiple Races	2	4%		1%
Other	2	4%		12%
Asian	1	2%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				10%

Ethnicity

	#	%		State Avg
Non-Hispanic	37	67%		64%
Hispanic-Other	15	27%	▲	12%
Hisp-Puerto Rican	2	4%		10%
Unknown	1	2%	▼	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

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

ODFC 0285
Pacific House (formerly Shelter for the Homeless)
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	39	23	70%	▲
Admits	19	-		
Discharges	2	3	-33%	▼
Service Hours	225	13		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		32	82%	85%	86%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		33	89%	90%	96%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		58%	83%

Data Submitted to DMHAS for Month

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

ODFC 0324
Pacific House (formerly Shelter for the Homeless)
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	2	2	0%
Admits	-	-	
Discharges	1	-	
Service Hours	-		-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		0	0%	85%	86%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	96%	-90%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	97%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges											▢		8%
Services													0%

▢ 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

Parkview South
Pacific House (formerly Shelter for the Homeless)
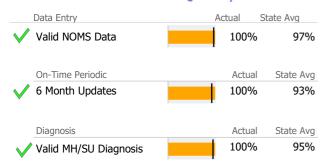Mental Health - Residential Services - Transitional

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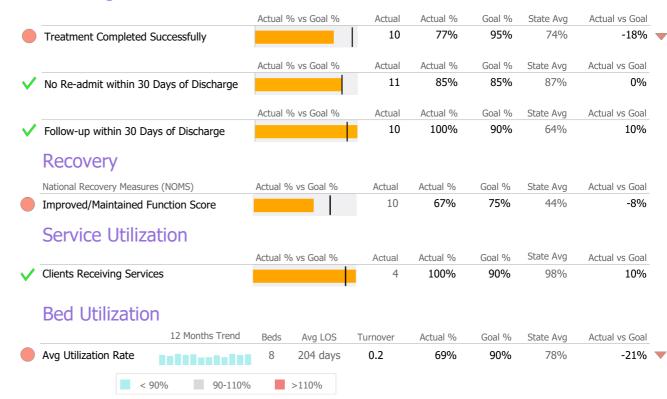Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	15	7%	
Admits	13	11	18%	▲
Discharges	13	12	8%	
Service Hours	168	198	-15%	▼
Bed Days	2,029	2,165	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

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

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	95%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		10	77%	95%	74%	-18%	▼
✓	No Re-admit within 30 Days of Discharge		11	85%	85%	87%	0%	
✓	Follow-up within 30 Days of Discharge		10	100%	90%	64%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Function Score		10	67%	75%	44%	-8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	98%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	204 days	0.2	69%	90%	78%	-21%	▼

▨ < 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	▨	▨	▨		▨		▨	▨					75%
Discharges	▨			▨		▨	▨		▨	▨	▨	▨	67%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 8 Active Transitional Programs