

Reporting Period: July 2025 -September 2025 (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	92	90	2%
	Admits	2	3	-33% ▼
	Discharges	16	1	1500%
	Service Hours	1,608	4,290	-63% ▼
	Bed Days	2,256	2,186	3%
	S.Rehab/PHP/IOP	1,054	2,774	-62% ▼

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

Consumer Satisfaction Survey (Based on 37 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		89%	80%	88%
✓ General Satisfaction		81%	80%	92%
● Participation in Treatment		76%	80%	92%
● Overall		73%	80%	91%
● Outcome		72%	80%	83%
● Quality and Appropriateness		70%	80%	93%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	63	56.8%
	Residential Services	27	24.3%
	Case Management	21	18.9%

Age	#	%	State Avg
18-25	1	1%	9%
26-34	6	7% ▼	18%
35-44	20	22%	25%
45-54	18	20%	18%
55-64	28	30% ▲	19%
65+	19	21%	11%

Ethnicity	#	%	State Avg
Non-Hispanic	80	87% ▲	64%
Hisp-Puerto Rican	8	9%	10%
Hispanic-Other	2	2%	12%
Unknown	2	2% ▼	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Gender	#	%	State Avg
Male	53	58%	58%
Female	39	42%	41%
Transgender/Other			0%

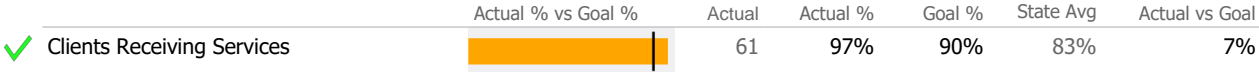
Race	#	%	State Avg
White/Caucasian	48	52%	59%
Black/African American	32	35% ▲	17%
Other	6	7%	12%
Multiple Races	3	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Unknown	1	1%	8%
Hawaiian/Other Pacific Islander			0%

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

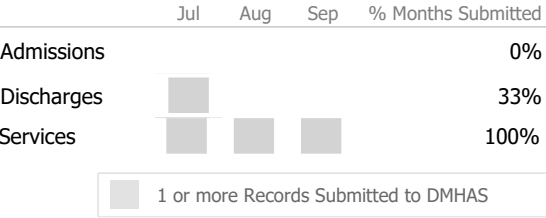
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	65	-3%
Admits	-	1	-100% ▼
Discharges	12	-	
Service Hours	1,566	4,212	-63% ▼
Social Rehab/PHP/IOP Days	1,054	2,774	-62% ▼

Service Utilization



Data Submitted to DMHAS for Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	1	-	
Discharges	2	-	
Bed Days	992	1,104	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	100%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	81%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	2	100%	80%	93%	20% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	<div><div></div></div>	2	100%	85%	100%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge	<div><div></div></div>	2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	12	100%	N/A	63%	N/A
✓ Social Support	<div><div></div></div>	11	92%	60%	85%	32% ▲
✓ Stable Living Situation	<div><div></div></div>	12	100%	90%	99%	10%
● Improved/Maintained Function Score	<div><div></div></div>	7	58%	95%	50%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div><div></div></div>	12	1,221 days	1.0	90%	90%	88%	0%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		<div><div></div></div>		33%
Discharges	<div><div></div></div>		<div><div></div></div>	67%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	537	552	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	86%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	95%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	0	0%	60%	60%	-60% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	5	71%	60%	86%	11% ▲
✓ Stable Living Situation	<div><div></div></div>	7	100%	95%	95%	5%
Self Help	<div><div></div></div>	4	57%	N/A	58%	N/A
✓ Improved/Maintained Function Score	<div><div></div></div>	6	100%	95%	54%	5%
● Employed	<div><div></div></div>	1	14%	25%	16%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div><div></div><div></div><div></div></div>	6	3,716 days	0.9	97%	90%	91%	7%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions			<div><div></div></div>	33%
Discharges			<div><div></div></div>	33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	42	78	-46% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div><div></div></div>	18	86%	85%	85%	1%

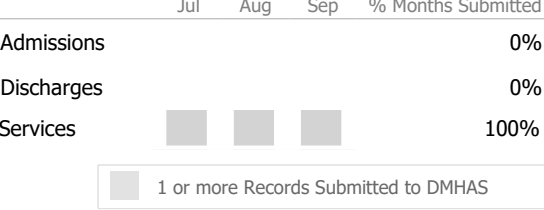
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	21	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	N/A 96%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	100% 81%

Data Submitted to DMHAS for Month



* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	-	1	-100% ▼
Discharges	1	-	
Bed Days	727	530	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	86%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	95%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	0	0%	60%	60%	-60% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	7	88%	N/A	58%	N/A
Stable Living Situation	<div><div></div></div>	8	100%	95%	95%	5%
Social Support	<div><div></div></div>	5	62%	60%	86%	2%
Improved/Maintained Function Score	<div><div></div></div>	6	100%	95%	54%	5%
Employed	<div><div></div></div>	0	0%	25%	16%	-25% ▼

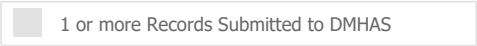
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	8	413 days	1.0	99%	90%	91%	9%



Data Submitted to DMHAS for Month

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



* State Avg based on 63 Active Supervised Apartments Programs