Pathways Inc.
Greenwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025 (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	69	70	-1%
	Admits	1	4	-75% ▼
	Discharges		2	-100% ▼
	Service Hours	96	205	-53% ▼
	Bed Days	1,431	1,386	3%
	S.Rehab/PHP/IOP	917	1,113	-18% ▼

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

Consumer Satisfaction Survey (Based on 46 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		89%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Access		87%	80%	88%
✓ Respect		86%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Quality and Appropriateness		82%	80%	93%
● Outcome		77%	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	48	48.5%
	Residential Services	26	26.3%
	Community Support	25	25.3%

Client Demographics

Age	#	%		State Avg
18-25				9%
26-34	10	14%		18%
35-44	7	10%	▼	25%
45-54	15	21%		18%
55-64	17	24%		19%
65+	21	30%	▲	11%

Gender	#	%		State Avg
Male	52	74%	▲	58%
Female	18	26%	▼	41%
Transgender/Other				0%

Ethnicity	#	%		State Avg
Non-Hispanic	63	90%	▲	64%
Hispanic-Other	4	6%		12%
Unknown	3	4%		13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%

Race	#	%		State Avg
White/Caucasian	60	86%	▲	59%
Black/African American	6	9%		17%
Asian	2	3%		1%
Other	2	3%		12%
Am. Indian/Native Alaskan				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				8%

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	736	681	8%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	14%	81%

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		N/A	N/A	80%	93%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
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		6	75%	60%	85%	15% ▲
✓	Stable Living Situation		8	100%	90%	99%	10%
	Self Help		0	0%	N/A	63%	N/A
●	Improved/Maintained Function Score		0	0%	95%	50%	-95% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	1,515 days	1.0	100%	90%	88%	10%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	2	-50% ▼
Discharges	-	-	
Service Hours	2	51	-95% ▼
Bed Days	695	705	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	17%	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		N/A	N/A	60%	60%	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%	83%	N/A

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		8	100%	60%	86%	40%	▲
●	Stable Living Situation		7	88%	95%	95%	-7%	
●	Employed		1	12%	25%	16%	-13%	▼
	Self Help		1	12%	N/A	58%	N/A	
●	Improved/Maintained Function Score		0	0%	95%	54%	-95%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	1,913 days	1.0	94%	90%	91%	4%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

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

CSP 116-260
Pathways Inc.
Mental Health - Community Support - CSP

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	25	29	-14%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	94	154	-39%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	38%	90%

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		N/A	N/A	65%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		21	84%	60%	81%	24%	▲
✓ Stable Living Situation		23	92%	80%	90%	12%	▲
✓ Employed		6	24%	20%	20%	4%	
Self Help		1	4%	N/A	45%	N/A	
● Improved/Maintained Function Score		0	0%	65%	58%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		19	76%	90%	99%	-14%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	89%	40% ▲
✓ Stable Living Situation		9	90%	85%	96%	5%
✓ Employed		3	30%	25%	15%	5%
Self Help		0	0%	N/A	48%	N/A

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	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

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

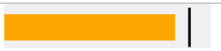
Friendship Success Club
Pathways Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	47	2%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	917	1,113	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	83%	90%	83%	-7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■		67%

■ 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