Keystone House Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	95	92	3%	
	Admits	5	9	-44%	▼
	Discharges	24	9	167%	▲
	Service Hours	3,076	7,462	-59%	▼
	Bed Days	4,574	4,440	3%	
	S.Rehab/PHP/IOP	2,002	4,820	-58%	▼

▲ > 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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		63	55.3%
	Residential Services		30	26.3%
	Case Management		21	18.4%

Client Demographics

Age

Age		#	%		State Avg
18-25		1	1%		8%
26-34		6	6%	▼	18%
35-44		19	20%		25%
45-54		16	17%		19%
55-64		29	31%	▲	19%
65+		24	25%	▲	12%

Gender

Gender		#	%	State Avg
Male		55	58%	59%
Female		40	42%	40%
Transgender/Other				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		83	87%	▲	64%
Hisp-Puerto Rican		8	8%		10%
Hispanic-Other		2	2%		12%
Unknown		2	2%	▼	13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
White/Caucasian		48	51%		59%
Black/African American		35	37%	▲	18%
Other		6	6%		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

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	66	-5%	
Admits	-	2	-100%	▼
Discharges	18	3	500%	▲
Service Hours	3,000	7,308	-59%	▼
Social Rehab/PHP/IOP Days	2,002	4,820	-58%	▼

Service Utilization
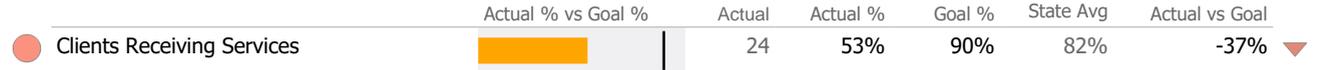
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		24	53%	90%	82%	-37%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▢		▢	▢		▢	67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
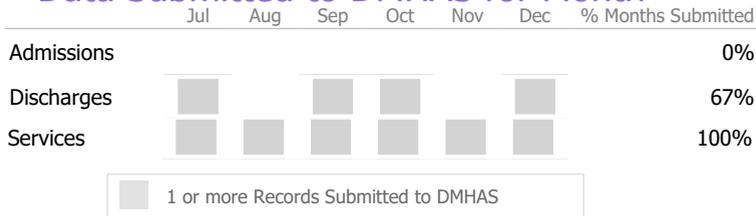
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	14	0%	
Admits	3	2	50%	▲
Discharges	2	2	0%	
Bed Days	2,027	2,208	-8%	

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	80%	95%	20%	▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	95%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	85%	10%	

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		90%	80%

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		14	100%	N/A	65%	N/A	
✓	Social Support		11	79%	60%	86%	19%	▲
✓	Stable Living Situation		14	100%	90%	100%	10%	
●	Improved/Maintained Function Score		7	58%	95%	52%	-37%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		12	1,284 days	0.5	92%	90%	89%	2%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■			■		33%
Discharges	■		■				33%

■ 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	1,089	1,104	-1%	

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	69%	-60%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	92%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	71%	60%	85%	11%	▲
✓ Stable Living Situation		7	100%	95%	95%	5%	
● Employed		1	14%	25%	14%	-11%	▼
Self Help		3	43%	N/A	60%	N/A	
● Improved/Maintained Function Score		4	67%	95%	60%	-28%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,892 days	0.5	99%	90%	90%	9%

▢ < 90%	▢ 90-110%	▮ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢				17%
Discharges			▢				17%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✓ Goal Met	● Below Goal

* State Avg based on 65 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	-	1	-100%	▼
Discharges	2	1	100%	▲
Service Hours	76	154	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		17	81%	85%	86%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	96%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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
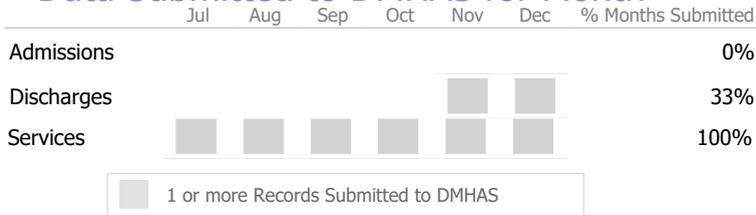
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	1	4	-75%	▼
Discharges	1	3	-67%	▼
Bed Days	1,458	1,128	29%	▲

Data Submission Quality

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

Periodic Submitted	Actual	State Avg
6 Month Updates	57%	92%

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

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	60%	69%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		7	78%	N/A	60%	N/A	
✓ Social Support		6	67%	60%	85%	7%	
✓ Stable Living Situation		9	100%	95%	95%	5%	
● Employed		0	0%	25%	14%	-25%	▼
● Improved/Maintained Function Score		4	50%	95%	60%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	444 days	0.5	99%	90%	90%	9%

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▨			17%
Discharges			▨				17%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual	▏Goal	✓ Goal Met	● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs