Pacific House (formerly Shelter for the Homeless)
Stamford, 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	53	33	61%	▲
	Admits	13	8	63%	▲
	Discharges	16	5	220%	▲
	Service Hours	270	120	125%	▲
	Bed Days	1,092	1,049	4%	

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

Consumer Satisfaction Survey   (Based on 62 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		90%	80%	88%
✓	Quality and Appropriateness		89%	80%	93%
✓	Participation in Treatment		88%	80%	92%
✓	Overall		87%	80%	91%
✓	Outcome		82%	80%	83%
✓	General Satisfaction		81%	80%	92%
✓	Respect		81%	80%	91%

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	41	77.4%
	Residential Services	12	22.6%

Client Demographics

Age

	#	%	State Avg
18-25	1	2%	8%
26-34	3	6% ▼	18%
35-44	12	23%	25%
45-54	11	21%	19%
55-64	17	32% ▲	19%
65+	9	17%	12%

Gender

	#	%	State Avg
Male	43	81% ▲	59%
Female	10	19% ▼	40%
Transgender/Other			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	38	72%	64%
Hispanic-Other	13	25% ▲	12%
Hisp-Puerto Rican	2	4%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	13%

Race

	#	%	State Avg
Black/African American	32	60% ▲	18%
White/Caucasian	15	28% ▼	59%
Multiple Races	2	4%	1%
Other	2	4%	12%
Asian	1	2%	1%
Unknown	1	2%	8%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	20	105%	▲
Admits	5	1	400%	▲
Discharges	9	-		
Service Hours	217	47		

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		39	95%	85%	86%	10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	97%	90%	95%	7%

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		96%	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪		▪		33%
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 118 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 2025 - December 2025
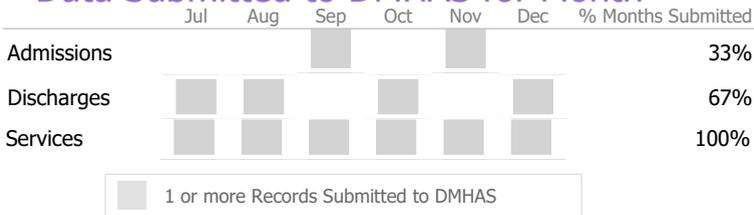
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	

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		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	96%

Periodic Submitted		Actual	State Avg
6 Month Updates		N/A	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

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

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 2025 - December 2025

Program Activity

(Data as of Mar 13, 2026)

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	11	9%	
Admits	8	7	14%	▲
Discharges	6	5	20%	▲
Service Hours	53	73	-28%	▼
Bed Days	1,092	1,049	4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	100%	95%	77%	5%	
✓	No Re-admit within 30 Days of Discharge		6	100%	85%	74%	15%	▲
🔴	Follow-up within 30 Days of Discharge		5	83%	90%	93%	-7%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		6	86%	75%	51%	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		6	100%	90%	90%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	96%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	90%

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

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	155 days	0.4	74%	90%	83%	-16%	▼

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 6 Active Transitional Programs