Pathways Inc.
Greenwich, 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	70	72	-3%	
	Admits	3	7	-57%	▼
	Discharges		5	-100%	▼
	Service Hours	208	343	-39%	▼
	Bed Days	2,903	2,851	2%	
	S.Rehab/PHP/IOP	3,382	2,225	52%	▲

▲ > 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%

Legend: ▬ 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		50	49.0%
	Community Support		26	25.5%
	Residential Services		26	25.5%

Client Demographics

Age

Age		#	%	State Avg
18-25				8%
26-34		7	10%	18%
35-44		8	11% ▼	25%
45-54		16	23%	19%
55-64		19	27%	19%
65+		21	30% ▲	12%

Gender

Gender		#	%	State Avg
Male		53	75% ▲	59%
Female		18	25% ▼	40%
Transgender/Other				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		63	89% ▲	64%
Hispanic-Other		5	7%	12%
Unknown		3	4%	13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%

Race

Race		#	%	State Avg
White/Caucasian		61	86% ▲	59%
Black/African American		6	8%	18%
Asian		2	3%	1%
Other		2	3%	12%
Am. Indian/Native Alaskan				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				8%

Legend: ▬ 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,472	1,410	4%	

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	95%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		88%	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	
✓ Social Support		6	75%	60%	86%	15%	▲
✓ Stable Living Situation		8	100%	90%	100%	10%	
Self Help		0	0%	N/A	65%	N/A	
🔴 Improved/Maintained Function Score		0	0%	95%	52%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,607 days	0.5	100%	90%	89%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	2	-50% ▼
Discharges	-	-	
Service Hours	4	86	-96% ▼
Bed Days	1,431	1,441	-1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	86%

Periodic Submitted		Actual	State Avg
6 Month Updates		86%	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		N/A	N/A	60%	69%	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%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	85%	40% ▲
● Stable Living Situation		7	88%	95%	95%	-7%
● Employed		1	12%	25%	14%	-13% ▼
Self Help		1	12%	N/A	60%	N/A
● Improved/Maintained Function Score		0	0%	95%	60%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,965 days	0.5	97%	90%	90%	7%

< 90%	90-110%	>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
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 65 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	29	-10%	▼
Admits	1	-		
Discharges	-	3	-100%	▼
Service Hours	203	253	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	91%

Periodic Submitted		Actual	State Avg
6 Month Updates		96%	90%

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		N/A	N/A	65%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		24	92%	60%	82%	32%	▲
✓ Stable Living Situation		26	100%	80%	90%	20%	▲
✓ Employed		6	23%	20%	20%	3%	
Self Help		1	4%	N/A	44%	N/A	
● Improved/Maintained Function Score		0	0%	65%	59%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		17	65%	90%	98%	-25%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▢			17%
Discharges							0%
Services	▢	▢	▢	▢	▢	▢	100%

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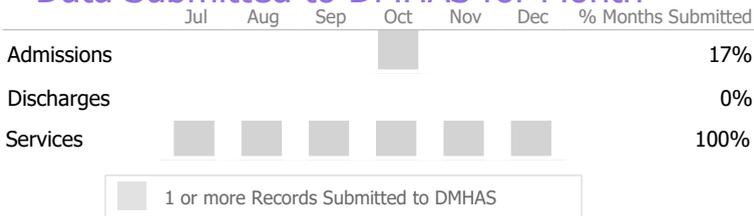
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 32 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1	5	-75% ▼

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	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%	90%	40% ▲
✓ Stable Living Situation		9	90%	85%	95%	5%
✓ Employed		3	30%	25%	16%	5%
Self Help		0	0%	N/A	47%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	10%	90%	98%	-80% ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 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 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	49	2%	
Admits	1	4	-75%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	3,382	2,225	52%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▭	36	72%	90%	82%	-18%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▭			17%
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 34 Active Social Rehabilitation Programs