Pathways Inc.
Greenwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	75	72	4%	
	Admits	26	9	189%	▲
	Discharges	22	17	29%	▲
	Service Hours	4,782	4,726	1%	
	Bed Days	4,910	4,481	10%	
	S.Rehab/PHP/IOP	8,030	8,200	-2%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	53	44.5%
	Community Support	35	29.4%
	Residential Services	18	15.1%
	Case Management	13	10.9%

Consumer Satisfaction Survey (Based on 91 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Access		97%	80%	88%
✔	Quality and Appropriateness		97%	80%	93%
✔	General Satisfaction		96%	80%	92%
✔	Participation in Treatment		94%	80%	92%
✔	Respect		94%	80%	91%
✔	Overall		93%	80%	91%
✔	Outcome		88%	80%	83%
✔	Recovery		82%	80%	79%

Satisfied %		Goal %		0-80%		80-100%		✔ Goal Met		● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25			▼	15%
26-34	6	8%	▼	24%
35-44	14	19%		19%
45-54	17	23%		22%
55-64	24	32%	▲	15%
65+	14	19%	▲	4%

Gender

Gender	#	%		State Avg
Male	50	67%		60%
Female	25	33%		40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	72	96%	▲	75%
Hispanic-Other	2	3%		7%
Hispanic-Mexican	1	1%		1%
Hispanic-Cuban				0%
Hisp-Puerto Rican			▼	12%
Unknown				6%

Race

Race	#	%		State Avg
White/Caucasian	64	85%	▲	65%
Black/African American	6	8%		16%
Other	3	4%		13%
Asian	1	1%		1%
Unknown	1	1%		3%
Am. Indian/Native Alaskan				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

175 Milbank Ave.GrpRes 116-240
Pathways Inc.
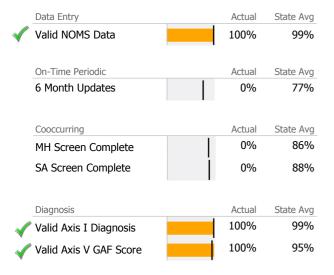Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	3	1	200%	▲
Discharges	3	1	200%	▲
Bed Days	2,894	2,921	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	67%	80%	71%	-13%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	80%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
	6 Month Updates	0%	77%

Cooccurring		Actual	State Avg
	MH Screen Complete	0%	86%
	SA Screen Complete	0%	88%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	95%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		11	100%	90%	98%	10%	
✓	Social Support		7	64%	60%	80%	4%	
🔴	Improved/Maintained Axis V GAF Score		6	67%	95%	65%	-28%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	2,834 days	0.2	99%	90%	98%	9%

🟦 < 90%	⬜ 90-110%	🟥 >110%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢			▢	▢					25%
Discharges			▢					▢					17%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
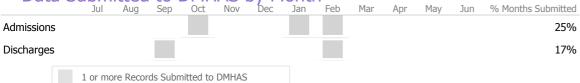
* State Avg based on 24 Active Group Home Programs

258 Davis Ave.SupRes 116-250
Pathways Inc.
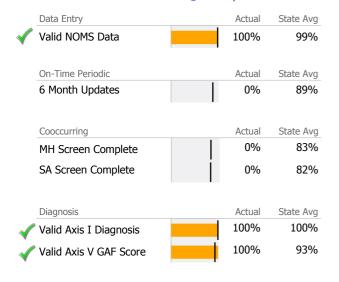Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	6	67%	▲
Admits	6	-		
Discharges	2	2	0%	
Bed Days	2,016	1,560	29%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	50%	60%	68%	-10%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		10	100%	60%	86%	40%	▲
✓	Stable Living Situation		10	100%	95%	96%	5%	
🔴	Employed		1	10%	25%	8%	-15%	▼
🔴	Improved/Maintained Axis V GAF Score		3	50%	95%	69%	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	89%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	83%
SA Screen Complete		0%	82%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	93%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	759 days	0.3	69%	90%	93%	-21%	▼

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 74 Active Supervised Apartments Programs

8 Sinawoy Road SR Clbhse 116-280
Pathways Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)
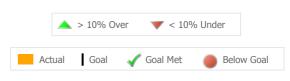
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	55	-4%	
Admits	7	3	133%	▲
Discharges	9	9	0%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	8,030	8,200	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		44	100%	90%	71%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢			▢	▢	▢					42%
Discharges				▢	▢	▢		▢		▢	▢	▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 38 Active Social Rehabilitation 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	32	9%	▼
Admits	7	3	133%	▲
Discharges	5	4	25%	▲
Service Hours	3,210	3,497	-8%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	65%	69%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		30	86%	60%	80%	26%	▲
✓	Stable Living Situation		35	100%	80%	92%	20%	▲
✓	Employed		7	20%	20%	12%	0%	
🔴	Improved/Maintained Axis V GAF Score		13	41%	95%	60%	-54%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
	6 Month Updates		22%	89%

	Cooccurring		Actual	State Avg
	MH Screen Complete		0%	83%
	SA Screen Complete		0%	81%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%
✓	Valid Axis V GAF Score		100%	86%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		30	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪				▪	▪				▪		33%
Discharges		▪				▪	▪	▪					42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 44 Active CSP Programs

Suppv Housing PILOTS 116-551
Pathways Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
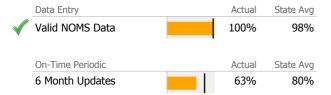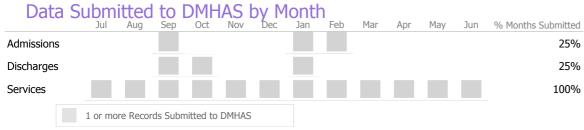Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	▲
Admits	3	2	50%	▲
Discharges	3	1	200%	▲
Service Hours	1,571	1,229	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		13	100%	85%	79%	15%	▲

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		63%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪	▪					25%
Discharges			▪	▪			▪						25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs