Pacific House (formerly Shelter for the Homeless)
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	46	39	18%	▲
	Admits	8	9	-11%	▼
	Discharges	6	13	-54%	▼
	Service Hours	247	225	10%	
	Bed Days	649	598	9%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	35	76.1%
	Residential Services	11	23.9%

Client Demographics

Age	#	%	State Avg	
18-25	3	7%	9%	
26-34	5	11%	22%	▼
35-44	9	20%	21%	
45-54	10	22%	20%	
55-64	17	37%	20%	▲
65+	2	4%	7%	

Gender	#	%	State Avg	
Male	40	87%	59%	▲
Female	6	13%	41%	▼
Transgender			0%	

Ethnicity	#	%	State Avg
Non-Hispanic	30	65%	71%
Hisp-Puerto Rican	7	15%	12%
Hispanic-Other	5	11%	7%
Unknown	3	7%	9%
Hispanic-Cuban	1	2%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg	
White/Caucasian	26	57%	64%	
Black/African American	17	37%	16%	▲
Other	2	4%	13%	
Hawaiian/Other Pacific Islander	1	2%	0%	
Am. Indian/Native Alaskan			1%	
Asian			1%	
Multiple Races			1%	
Unknown			5%	

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

Survey Data Not Available

ODFC

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	20	55%	▲
Admits	2	1	100%	▲
Discharges	1	4	-75%	▼
Service Hours	179	26		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	87%	85%	90%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
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 98 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	15	-27%	▼
Admits	6	8	-25%	▼
Discharges	5	9	-44%	▼
Service Hours	67	199	-66%	▼
Bed Days	649	598	9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	100%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	100%
✓ SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■		■	67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	80%	95%	81%	-15%	▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15%	▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	73%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	69%	25%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	116 days	0.7	88%	90%	88%	-2%

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 6 Active Transitional Programs

Rapid Re-Housing Program - 250
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	90%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	93%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	88%

Data Submitted to DMHAS by 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 98 Active Supportive Housing – Scattered Site Programs