Pathways Inc.
Greenwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)
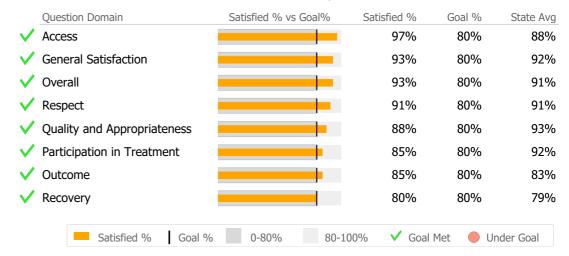
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	83	83	0%
	Admits	12	18	-33% ▼
	Discharges	13	19	-32% ▼
	Service Hours	2,763	2,995	-8%
	Bed Days	4,323	4,265	1%
	S.Rehab/PHP/IOP	5,369	5,403	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	48	40.7%
	Community Support	42	35.6%
	Residential Services	18	15.3%
	Case Management	10	8.5%

Consumer Satisfaction Survey   (Based on 59 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	80%	79%

Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	4	5%	11%
26-34	9	11% ▼	23%
35-44	9	11% ▼	22%
45-54	17	20%	20%
55-64	27	33% ▲	18%
65+	17	20% ▲	6%

Gender

	#	%	State Avg
Male	61	73% ▲	60%
Female	22	27% ▼	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	73	88% ▲	70%
Unknown	7	8%	10%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican		▼	12%

Race

	#	%	State Avg
White/Caucasian	70	84% ▲	62%
Black/African American	6	7%	17%
Asian	2	2%	1%
Other	2	2% ▼	13%
Unknown	2	2%	5%
Multiple Races	1	1%	1%
Am. Indian/Native Alaskan			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.
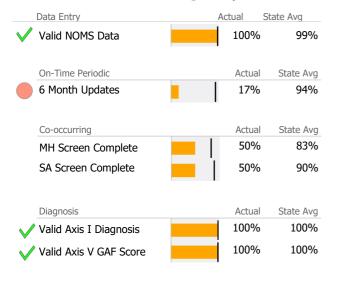Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Bed Days	2,131	2,122	0%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		0	0%	80%	83%	-80% ▼
🔴	No Re-admit within 30 Days of Discharge		1	50%	85%	82%	-35% ▼
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	17%	94%

Co-occurring	Actual	State Avg
MH Screen Complete	50%	83%
SA Screen Complete	50%	90%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		8	80%	60%	88%	20% ▲
✔	Stable Living Situation		9	90%	90%	100%	0%
🔴	Improved/Maintained Axis V GAF Score		5	62%	95%	74%	-33% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		8	1,679 days	0.3	97%	90%	94%	7%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■		■				22%
Discharges		■				■				22%

■ 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
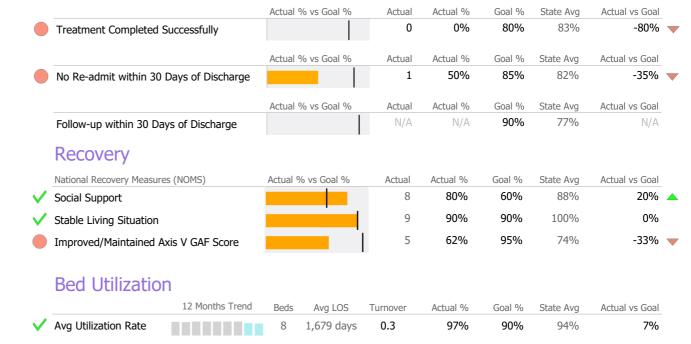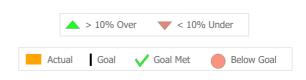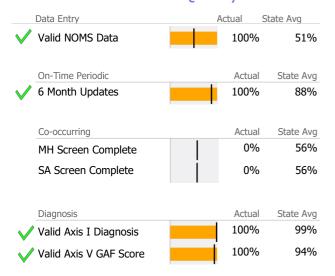Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	1	2	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	111	48	133%	▲
Bed Days	2,192	2,143	2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	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%	▲
✓ Improved/Maintained Axis V GAF Score		8	100%	95%	63%	5%	
✓ Stable Living Situation		8	100%	95%	92%	5%	
● Employed		1	12%	25%	10%	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	51%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	56%
SA Screen Complete		0%	56%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,322 days	0.3	100%	90%	96%	10%

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐									11%
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 81 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	57	-16%	▼
Admits	2	5	-60%	▼
Discharges	2	12	-83%	▼
Social Rehab/PHP/IOP Days	5,369	5,403	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	96%	90%	73%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▣					▣				22%
Discharges			▣							11%
Services	▣	▣	▣	▣	▣	▣	▣	▣		89%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

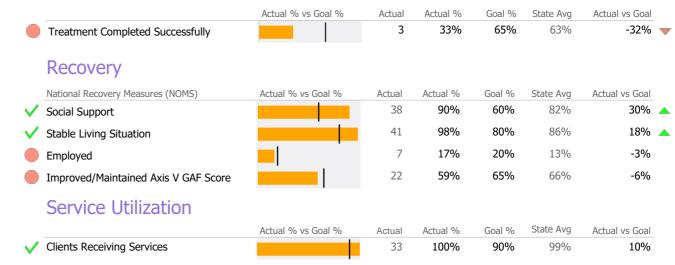| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	38	11%	▲
Admits	7	8	-13%	▼
Discharges	9	3	200%	▲
Service Hours	1,295	1,853	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	70%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		64%	85%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	30%
SA Screen Complete		0%	30%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	33%	65%	63%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		38	90%	60%	82%	30%	▲
✔ Stable Living Situation		41	98%	80%	86%	18%	▲
🔴 Employed		7	17%	20%	13%	-3%	
🔴 Improved/Maintained Axis V GAF Score		22	59%	65%	66%	-6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		33	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪	▪	▪	▪		▪		67%
Discharges		▪	▪	▪		▪	▪			56%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

*State Avg based on 36 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1,358	1,094	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		90%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
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 98 Active Supportive Housing – Scattered Site Programs