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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	59	68	-13%	▼
	Admits	21	39	-46%	▼
	Discharges	26	31	-16%	▼
	Service Hours	731	956	-24%	▼
	Bed Days	1,940	2,250	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	36	61.0%
	Residential Services	23	39.0%

Client Demographics

Age

	#	%	State Avg	
18-25	4	7%	11%	
26-34	10	17%	23%	
35-44	13	22%	22%	
45-54	11	19%	20%	
55-64	19	32%	18%	▲
65+	2	3%	6%	

Gender

	#	%		State Avg
Male	49	83%	▲	60%
Female	10	17%	▼	40%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	43	73%	69%
Hisp-Puerto Rican	7	12%	11%
Hispanic-Other	5	8%	8%
Unknown	3	5%	11%
Hispanic-Cuban	1	2%	0%
Hispanic-Mexican			1%

Race

	#	%		State Avg
White/Caucasian	31	53%		62%
Black/African American	25	42%	▲	17%
Other	2	3%		13%
Hawaiian/Other Pacific Islander	1	2%		0%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Unknown				6%

■ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	37	-14%	▼
Admits	3	18	-83%	▼
Discharges	9	8	13%	▲
Service Hours	569	311	83%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	[bar]	30	94%	85%	89%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	[bar]	23	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	91%
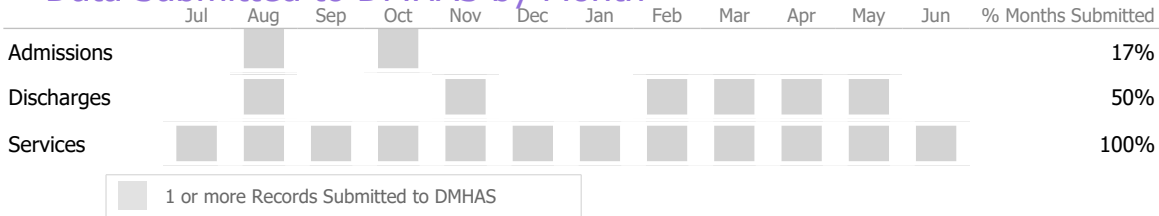
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢		▢									17%
Discharges		▢			▢			▢	▢	▢	▢		50%
Services		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | │ Goal | ✓ Goal Met | ⬤ Below Goal |

* State Avg based on 99 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	27	-15%	▼
Admits	18	21	-14%	▼
Discharges	17	23	-26%	▼
Service Hours	162	646	-75%	▼
Bed Days	1,940	2,250	-14%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	95%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	83%

Co-occurring		Actual	State Avg
	MH Screen Complete	89%	95%
	SA Screen Complete	89%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		14	82%	95%	78%	-13%	▼
✓	No Re-admit within 30 Days of Discharge		16	94%	85%	96%	9%	
✓	Follow-up within 30 Days of Discharge		13	93%	90%	80%	3%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		17	94%	75%	76%	19%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	96%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		8	139 days	0.2	66%	90%	80%	-24%	▼

▢ < 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	▢	▢	▢			▢				▢	▢		75%
Discharges	▢		▢	▢		▢	▢	▢	▢		▢		83%
Services	▢	▢	▢	▢	▢	▢	▢	▢			▢	▢	92%

▢ 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

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 - June 2020 (Data as of Oct 19, 2020)

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%	89%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 99 Active Supportive Housing – Scattered Site Programs