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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	36	46	-22%	▼
	Admits	3	8	-63%	▼
	Discharges	6	6	0%	
	Service Hours	85	247	-66%	▼
	Bed Days	419	649	-35%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	28	77.8%
	Residential Services	8	22.2%

Client Demographics

Age

Age	#	%	State Avg
18-25	2	6%	8%
26-34	7	19%	21%
35-44	6	17%	22%
45-54	7	19%	20%
55-64	11	31% ▲	20%
65+	3	8%	9%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	21	58% ▼	69%
Hisp-Puerto Rican	6	17%	12%
Hispanic-Other	5	14%	8%
Unknown	3	8%	11%
Hispanic-Cuban	1	3%	0%
Hispanic-Mexican			1%

Gender

Gender	#	%	State Avg
Male	27	75% ▲	58%
Female	9	25% ▼	42%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	21	58%	63%
Black/African American	13	36% ▲	16%
Other	2	6%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Survey Data Not Available

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	31	-23%	▼
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Service Hours	46	179	-75%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		23	96%	85%	88%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		77%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	�			33%
Discharges		▪	▪	67%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	⎮ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	11	-27%	▼
Admits	2	6	-67%	▼
Discharges	4	5	-20%	▼
Service Hours	39	67	-42%	▼
Bed Days	419	649	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	95%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	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%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢		67%
Discharges	▢	▢	▢	100%
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		2	50%	95%	80%	-45%	▼
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	88%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Improved/Maintained Axis V GAF Score		4	80%	75%	46%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	167 days	1.0	57%	90%	60%	-33%	▼

■ < 90%   ■ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 6 Active Transitional Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

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%	88%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	92%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	87%

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 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.