

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	46	55	-16% ▼
	Admits	17	21	-19% ▼
	Discharges	17	26	-35% ▼
	Service Hours	341	731	-53% ▼
	Bed Days	2,002	1,940	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	29	63.0%
	Residential Services	17	37.0%

Client Demographics

	#	%	State Avg
Age			
18-25	3	7%	10%
26-34	11	24%	22%
35-44	8	17%	23%
45-54	8	17%	19%
55-64	13	28%	18%
65+	3	7%	7%
Ethnicity			
Non-Hispanic	29	63%	68%
Hisp-Puerto Rican	10	22% ▲	11%
Hispanic-Other	5	11%	8%
Hispanic-Cuban	1	2%	0%
Unknown	1	2%	12%
Hispanic-Mexican			0%
Gender			
Male	32	70% ▲	59%
Female	14	30% ▼	41%
Transgender			0%
Race			
White/Caucasian	25	54%	61%
Black/African American	19	41% ▲	17%
Other	2	4%	13%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Survey Data Not Available

ODFC 0285

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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	32	-9%
Admits	6	3	100% ▲
Discharges	6	9	-33% ▼
Service Hours	172	569	-70% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	90%	85%	89%	5%

Service Utilization

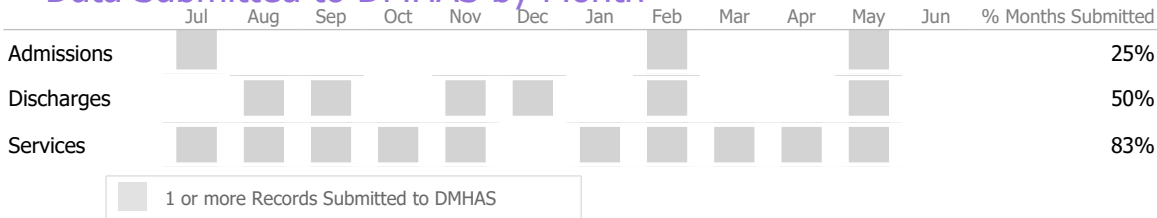
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	97%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	23	-26% ▼
Admits	11	18	-39% ▼
Discharges	11	17	-35% ▼
Service Hours	169	162	5%
Bed Days	2,002	1,940	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	64%	95%	86%	-31% ▼
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		7	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
● On-Time Periodic		
● 6 Month Updates		88%
Co-occurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		95%
Diagnosis		
✓ Valid Axis I Diagnosis		96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	71%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	205 days	0.2	69%	90%	65%	-21% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 8 Active Transitional Programs

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