

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	29	32	-9%
	Admits	2	4	-50% ▼
	Discharges	2	5	-60% ▼
	Service Hours	28	116	-76% ▼
	Bed Days	565	560	1%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	21	72.4%
	Residential Services	8	27.6%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	10%
26-34	5	17%	21%
35-44	5	17%	23%
45-54	5	17%	19%
55-64	12	41% ▲	20%
65+	2	7%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	19	66%	69%
Hispanic-Other	10	34% ▲	8%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Hisp-Puerto Rican	0	0%	11%
Unknown	0	0%	12%

Gender	#	%	State Avg
Male	24	83% ▲	58%
Female	5	17% ▼	42%
Transgender	0	0%	0%

Race	#	%	State Avg
White/Caucasian	13	45% ▼	62%
Black/African American	12	41% ▲	17%
Multiple Races	4	14% ▲	1%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Other	0	0%	12%
Unknown	0	0%	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 2022 - September 2022 (Data as of Dec 16, 2022)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	23	-17% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	17	57	-71% ▼

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	63%	85%	88%	-22% ▼

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	91%	10% ▲

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%

**Data Submitted to DMHAS by Month**

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	-	-	
Discharges	-	-	
Service Hours	2	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	85%	88%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	10	59	-83% ▼
Bed Days	565	560	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	95%	80%	-45% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	87%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	92%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	33%	90%	66%	-57% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	125 days	1.0	77%	90%	87%	-13% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
Discharges		■	■	67%
Services		■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on Active Transitional Programs

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