

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	44	47	-6%
	Admits	15	19	-21% ▼
	Discharges	16	19	-16% ▼
	Service Hours	264	323	-18% ▼
	Bed Days	2,195	1,793	22% ▲

▲ > 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	26	59.1%
	Residential Services	18	40.9%

### Client Demographics

Age	#	%	State Avg
18-25	0	0%	10%
26-34	6	14%	21%
35-44	10	23%	24%
45-54	8	18%	18%
55-64	16	36%	18%
65+	4	9%	9%

Ethnicity	#	%	State Avg
Non-Hispanic	31	70%	67%
Hispanic-Other	13	30%	9%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	1	1%	1%
Hisp-Puerto Rican	0	0%	10%
Unknown	0	0%	13%

Gender	#	%	State Avg
Male	36	82%	59%
Female	8	18%	41%
Transgender	0	0%	0%

Race	#	%	State Avg
Black/African American	19	43%	18%
White/Caucasian	19	43%	60%
Multiple Races	4	9%	1%
Asian	2	5%	1%
Am. Indian/Native Alaskan	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%
Other	0	0%	12%
Unknown	0	0%	7%

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 - June 2023 (Data as of Sep 25, 2023)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	3	3	0%
Discharges	3	5	-40% ▼
Service Hours	83	169	-51% ▼

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	86%	11% ▲

**Service Utilization**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	97%	10%

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data		92% 97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 81%

**Data Submitted to DMHAS by Month**



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 118 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	2	2	0%
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	6	5	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		0	0%	85%	86%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

### 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													8%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 118 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	18	20	-10%
Admits	12	14	-14% ▼
Discharges	13	14	-7%
Service Hours	175	149	17% ▲
Bed Days	2,195	1,793	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic 6 Month Updates	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	54%	95%	72%	-41% ▼
No Re-admit within 30 Days of Discharge		10	77%	85%	86%	-8%
Follow-up within 30 Days of Discharge		7	100%	90%	87%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		6	46%	75%	19%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	80%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	186 days	0.2	75%	90%	65%	-15% ▼

■ < 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		■		■	■	■	■			■		■	67%
Discharges		■	■	■		■	■		■	■	■	■	75%
Services		■			■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 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.