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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	55	44	25%	▲
	Admits	26	29	-10%	
	Discharges	22	25	-12%	▼
	Service Hours	747	411	82%	▲
	Bed Days	1,748	1,931	-9%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	33	60.0%
	Residential Services	22	40.0%

Client Demographics

Age	#	%	State Avg
18-25	3	5%	12%
26-34	10	18%	24%
35-44	8	15%	21%
45-54	10	18%	20%
55-64	18	33% ▲	17%
65+	6	11%	6%

Gender	#	%	State Avg
Male	41	75% ▲	60%
Female	14	25% ▼	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	71%	71%
Hispanic-Other	7	13%	7%
Hisp-Puerto Rican	6	11%	13%
Unknown	2	4%	9%
Hispanic-Cuban	1	2%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	28	51% ▼	63%
Black/African American	24	44% ▲	16%
Other	2	4%	14%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			5%

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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	18	61%	▲
Admits	10	10	0%	
Discharges	6	8	-25%	▼
Service Hours	165	66	148%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		8	28%	85%	86%	-57%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		18	78%	90%	97%	-12%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	6%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■	■	■		■	■	■	67%
Discharges	■	■	■				■	■		56%
Services	■	■	■		■		■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 96 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	16	16	0%
Discharges	16	17	-6%
Service Hours	582	345	69% ▲
Bed Days	1,748	1,931	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	90%

Cooccurring	Actual	State Avg
MH Screen Complete	88%	94%
SA Screen Complete	88%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
✓ Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	94%	95%	83%	-1%
✓ No Re-admit within 30 Days of Discharge		15	94%	85%	89%	9%
Follow-up within 30 Days of Discharge		13	87%	90%	84%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		11	65%	75%	57%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	121 days	0.2	80%	90%	85%	-10%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	3	-100% ▼
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	75%	85%	86%	-10%

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	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 96 Active Supportive Housing – Scattered Site Programs