InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,055	4,811	-16%	▼
	Admits	5,931	6,756	-12%	▼
	Discharges	5,776	7,307	-21%	▼
	Service Hours	24,636	27,873	-12%	▼
	Bed Days	34,319	39,397	-13%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Intake		1,327	22.9%
	Outpatient		1,233	21.3%
	Community Support		355	6.1%
	Crisis Services		233	4.0%
	Employment Services		123	2.1%
	Social Rehabilitation		98	1.7%
	ACT		56	1.0%
	Residential Services		18	0.3%
	Consultation		17	0.3%
	Case Management		13	0.2%
Addiction				
	Residential Services		1,796	31.0%
	Outpatient		215	3.7%
	Employment Services		213	3.7%
	Case Management		43	0.7%
Forensic SA				
	Case Management		47	0.8%
	Forensics Community-based		14	0.2%

Consumer Satisfaction Survey   (Based on 246 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Overall		86%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ General Satisfaction		83%	80%	92%
✓ Respect		83%	80%	91%
● Access		72%	80%	88%
● Outcome		68%	80%	83%
● Recovery		66%	80%	79%

Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   Goal Met   ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	372	9%	10%
26-34	893	22%	22%
35-44	1,070	26%	23%
45-54	826	20%	19%
55-64	684	17%	19%
65+	203	5%	8%

Gender

	#	%		State Avg
Male	2,495	62%		58%
Female	1,558	38%		42%
Transgender				0%

Race

	#	%		State Avg
White/Caucasian	1,820	45%	▼	62%
Unknown	1,309	32%	▲	6%
Black/African American	744	18%		17%
Hawaiian/Other Pacific Islander	120	3%		0%
Asian	28	1%		1%
Multiple Races	20	0%		1%
Am. Indian/Native Alaskan	8	0%		0%
Other	6	0%	▼	13%

Ethnicity

|	#	%		State Avg
Non-Hispanic	2,188	54%	▼	69%
Unknown	935	23%	▲	11%
Hispanic-Other	928	23%	▲	8%
Hisp-Puerto Rican	3	0%	▼	12%
Hispanic-Mexican	1	0%		0%
Hispanic-Cuban				0%

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

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

ABI Consultation Services
InterCommunity Inc.
Mental Health - Consultation - Consultation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	1	10	-90%	▼
Discharges	-	-		
Service Hours	2	35	-95%	▼

Data Submitted to DMHAS by Month
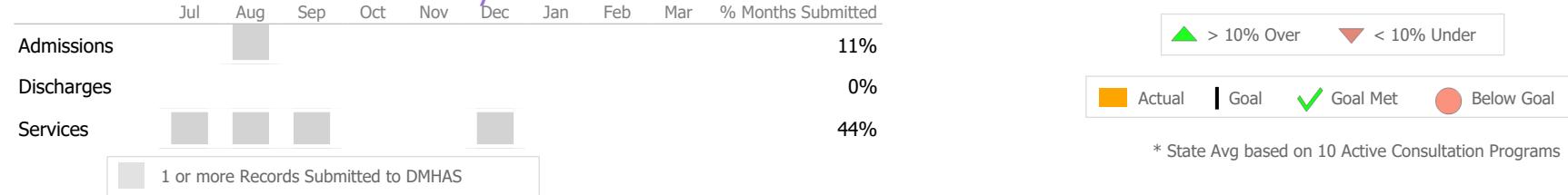
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▣								11%
Discharges										0%
Services	▣	▣	▣			▣				44%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ⬤ Below Goal |

* State Avg based on 10 Active Consultation Programs

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

ACT Program
InterCommunity Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	38	5%	
Admits	12	8	50%	▲
Discharges	9	8	13%	▲
Service Hours	1,924	3,009	-36%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	56%	65%	44%	-9%	
🔴	No Re-admit within 30 Days of Discharge		6	75%	85%	94%	-10%	
🔴	Follow-up within 30 Days of Discharge		3	60%	90%	57%	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		78%	83%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	91%

Co-occurring		Actual	State Avg
MH Screen Complete		90%	91%
SA Screen Complete		89%	90%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		41	100%	60%	79%	40%	▲
✔ Stable Living Situation		38	93%	60%	92%	33%	▲
🔴 Employed		3	7%	15%	15%	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		31	97%	90%	99%	7%

Data Submitted to DMHAS by Month
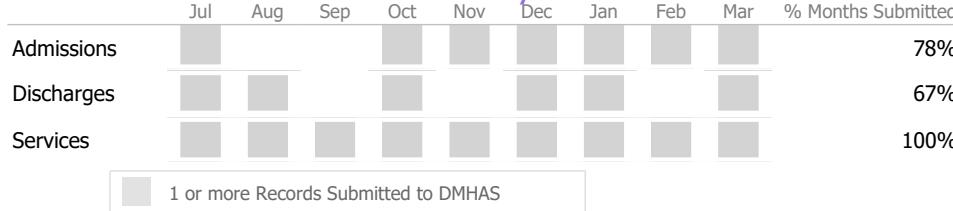
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪	▪	▪	▪	▪	▪	78%
Discharges	▪	▪		▪		▪	▪		▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Arrest Diversion - Hartford
InterCommunity Inc.
Forensic SA - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	142	-67%	▼
Admits	2	106	-98%	▼
Discharges	48	82	-41%	▼
Service Hours	16	777	-98%	▼

Data Submitted to DMHAS by Month
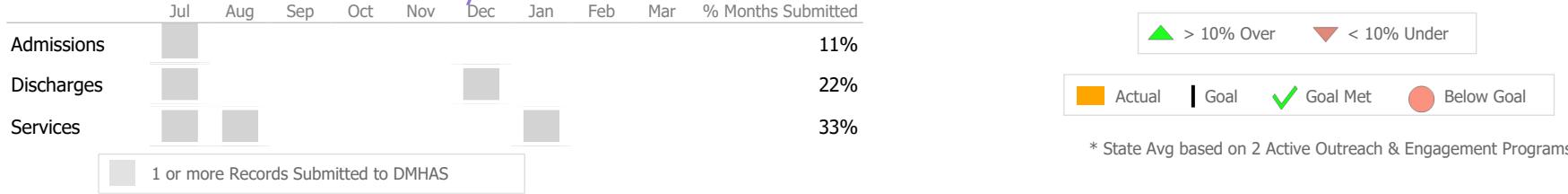
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪									11%
Discharges	▪					▪				22%
Services	▪	▪					▪			33%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

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

Assessment Center
InterCommunity Inc.
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,327	1,753	-24%	▼
Admits	1,415	1,781	-21%	▼
Discharges	1,413	1,792	-21%	▼
Service Hours	1,251	1,831	-32%	▼

Data Submitted to DMHAS by Month
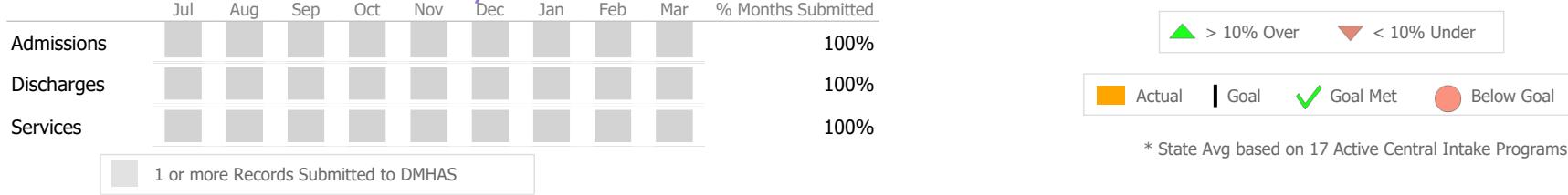
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 17 Active Central Intake Programs

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

BHH ADULT NAE
InterCommunity Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)
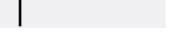
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	420	427	-2%	
Admits	49	113	-57%	▼
Discharges	74	69	7%	
Service Hours	4,474	6,401	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		71%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	55%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		83%	78%
✓ SA Screen Complete		84%	79%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		52	70%	50%	34%	20%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		423	100%	60%	62%	40%	▲
●	Stable Living Situation		379	89%	95%	74%	-6%	
●	Employed		54	13%	30%	23%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		346	99%	90%	84%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		45	96%	75%	76%	21%	▲

Data Submitted to DMHAS by Month
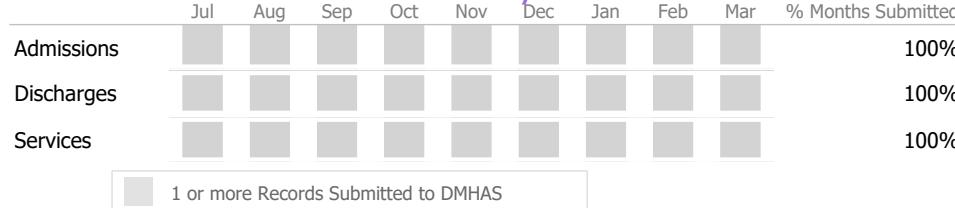
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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

Career Opportunities 612-270
InterCommunity Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	123	140	-12%	▼
Admits	58	95	-39%	▼
Discharges	81	68	19%	▲
Service Hours	947	1,521	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		44	34%	35%	42%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	98%	90%	97%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		68%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■		■	■	■	■	■		78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS
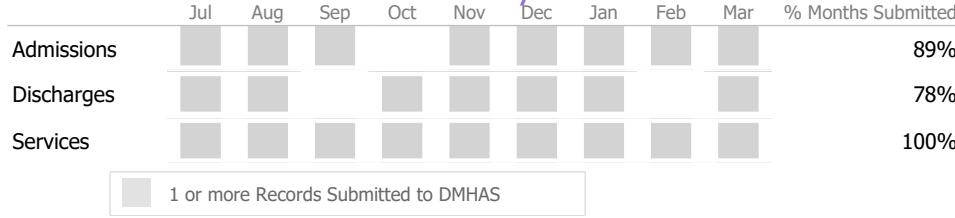
▲ > 10% Over   ▼ < 10% Under
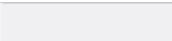
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Employment Services Programs

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

CASA HOPE 18 - 260
InterCommunity Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)
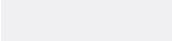
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	18		▼
Admits	-	3	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	404	-100%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		N/A	N/A	85%	89%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	98%	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	N/A	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual | | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

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

Clayton House - 950400
InterCommunity Inc.
Addiction - Residential Services - Transitional/Halfway House 3.1

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	46	-4%	
Admits	33	31	6%	
Discharges	30	34	-12%	▼
Service Hours	31	22	41%	▲
Bed Days	3,355	3,921	-14%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		22	73%	85%	65%	-12%	▼
✔	No Re-admit within 30 Days of Discharge		28	93%	85%	78%	8%	
🔴	Follow-up within 30 Days of Discharge		8	36%	90%	66%	-54%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		33	75%	60%	38%	15%	▲
🔴 Abstinence/Reduced Drug Use		30	68%	70%	88%	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	86%	87%
✔	Valid TEDS Data	97%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	90%	90%
✔	SA Screen Complete	90%	90%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		14	100%	90%	80%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	125 days	0.2	82%	90%	77%	-8%

■ < 90%   □ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
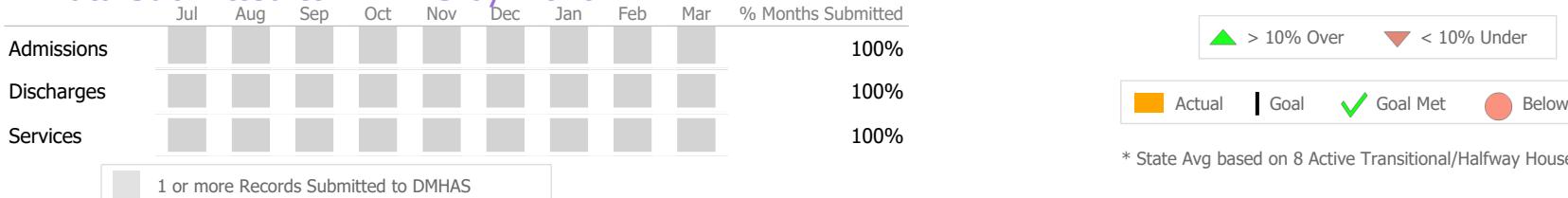
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

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

Common Ground 612-281
InterCommunity Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	82	20%	▲
Admits	14	32	-56%	▼
Discharges	27	3	800%	▲
Service Hours	623	549	13%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		65	90%	90%	63%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢			▢		▢	▢	▢	67%
Discharges			▢	▢	▢					33%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
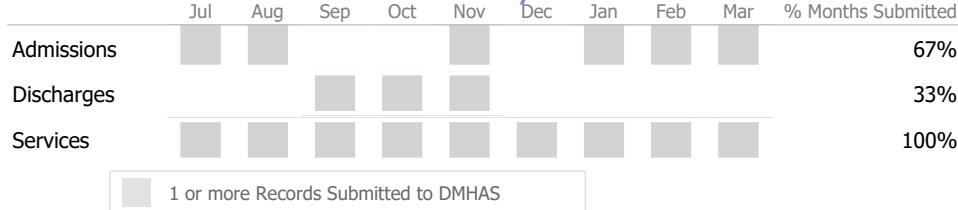
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Community Foundations 612252
InterCommunity Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	4,658	4,661	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	78%	40%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	100%	60%	84%	40%	▲
✓ Stable Living Situation		18	100%	95%	94%	5%	
● Employed		1	6%	25%	9%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		67%	75%

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		89%	89%
SA Screen Complete		73%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	682 days	0.3	100%	90%	93%	10%

▇ < 90%	▇ 90-110%	▇ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▇						11%
Discharges				▇						11%

▇ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▇ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

Coventry House - 950401
InterCommunity Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	26	-12%	▼
Admits	13	17	-24%	▼
Discharges	15	17	-12%	▼
Service Hours	1,288	1,542	-17%	▼
Bed Days	2,296	2,584	-11%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		13	87%	70%	67%	17%	▲
✓	No Re-admit within 30 Days of Discharge		14	93%	85%	89%	8%	
●	Follow-up within 30 Days of Discharge		11	85%	90%	70%	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		2	9%	70%	68%	-61%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	90%	90%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	5%

Co-occurring		Actual	State Avg
	MH Screen Complete	84%	89%
	SA Screen Complete	84%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	170 days	0.3	84%	90%	79%	-6%

- 🟦 < 90%
- ⬜ 90-110%
- 🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪	▪	▪		▪	▪		78%
Discharges	▪		▪	▪	▪	▪		▪		78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Crisis Srvs&CtrlAccess 612-200
InterCommunity Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	233	70	233%	▲
Admits	378	73	418%	▲
Discharges	380	73	421%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		326	95%	75%	79%	20%	▲
✔ Community Location Evaluation		317	92%	80%	75%	12%	▲
✔ Follow-up Service within 48 hours		217	100%	90%	70%	10%	

Data Submitted to DMHAS by Month
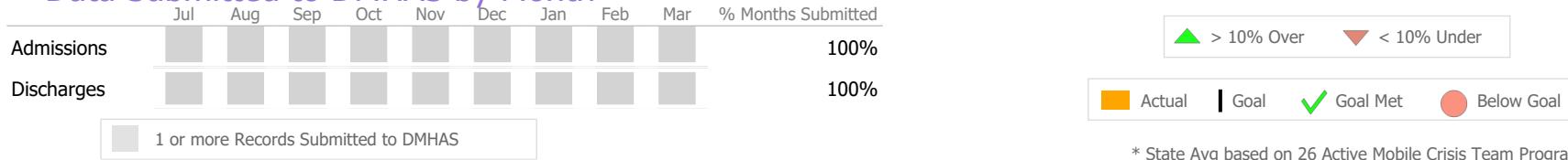
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

CSP/RP 612290 East Hartford
InterCommunity Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	355	549	-35%	▼
Admits	101	342	-70%	▼
Discharges	117	345	-66%	▼
Service Hours	8,123	7,443	9%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	81%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	86%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		86%	85%
✓ SA Screen Complete		72%	72%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		87	74%	65%	58%	9%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		359	99%	60%	81%	39% ▲
✓	Stable Living Situation		294	81%	80%	88%	1%
●	Employed		48	13%	20%	12%	-7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		243	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

▢ 1 or more Records Submitted to DMHAS
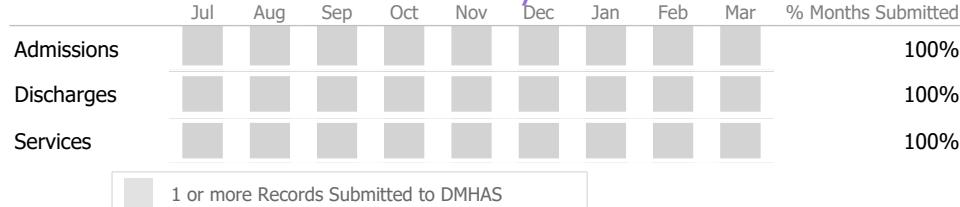
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

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

CT Stay Strong
InterCommunity Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	23%	-30% ▼
● Social Support		N/A	N/A	60%	62%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	55%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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

GA Recovery House - 950359
InterCommunity Inc.
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	351	462	-24%	▼
Admits	431	602	-28%	▼
Discharges	437	610	-28%	▼
Bed Days	5,208	8,312	-37%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		369	84%	85%	81%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		36	21 days	0.1	53%	90%	59%	-37% ▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
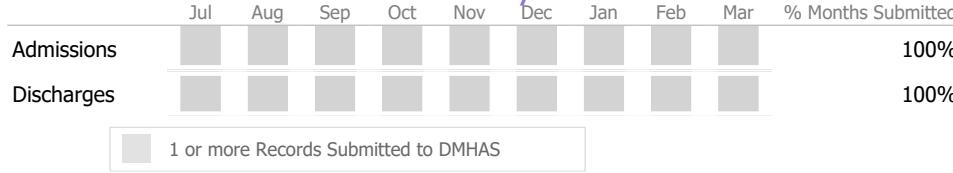
* State Avg based on 12 Active Recovery House Programs

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

NHDTP
InterCommunity Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	24	-46%	▼
Admits	-	16	-100%	▼
Discharges	-	10	-100%	▼
Service Hours	-	219	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		1	8%	20%	11%	-12%	▼
● Stable Living Situation		8	62%	80%	81%	-18%	▼
● Social Support		5	38%	60%	71%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	77%	N/A	▼

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
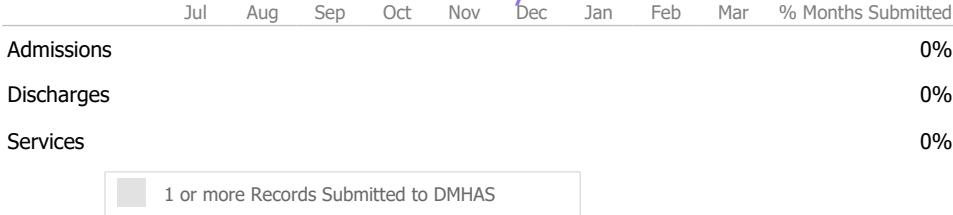
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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

OP Counseling Center - 950200
InterCommunity Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	212	354	-40%	▼
Admits	172	186	-8%	
Discharges	103	304	-66%	▼
Service Hours	708	484	46%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		75%	85%
Valid TEDS Data		69%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		84%	21%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		91%	91%
SA Screen Complete		94%	97%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		82	80%	50%	51%	30%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Stable Living Situation		154	72%	95%	76%	-23%	▼
🔴	Not Arrested		79	37%	75%	76%	-38%	▼
🔴	Employed		23	11%	50%	31%	-39%	▼
🔴	Abstinence/Reduced Drug Use		24	11%	55%	48%	-44%	▼
🔴	Self Help		33	15%	60%	18%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		90	80%	90%	69%	-10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		100	59%	75%	62%	-16%	▼

Data Submitted to DMHAS by Month
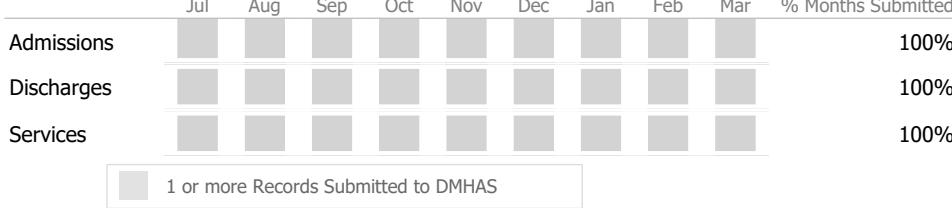
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 109 Active Standard Outpatient Programs

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

Outpatient Services 612-210
InterCommunity Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	870	1,231	-29%	▼
Admits	587	481	22%	▲
Discharges	451	1,048	-57%	▼
Service Hours	3,906	2,378	64%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		71%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		58%	55%

Co-occurring		Actual	State Avg
MH Screen Complete		72%	78%
SA Screen Complete		72%	79%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		245	54%	50%	34%	4%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		834	93%	60%	62%	33%	▲
●	Employed		253	28%	30%	23%	-2%	
●	Stable Living Situation		653	73%	95%	74%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		381	84%	90%	84%	-6%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		322	56%	75%	76%	-19%	▼

Data Submitted to DMHAS by Month
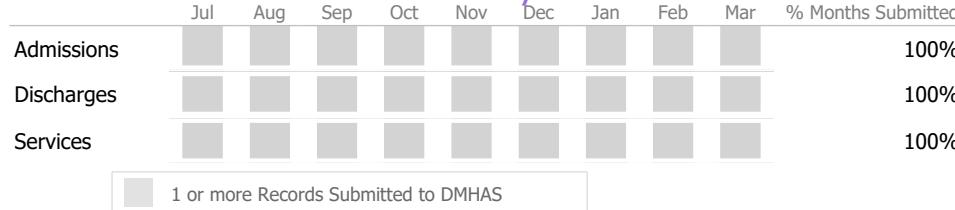
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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

Parents Recovering from Opioid Use Disorder (PROUD
InterCommunity Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Service Hours	10	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2	67%	75%	76%	-8%
Abstinence/Reduced Drug Use		1	33%	55%	48%	-22% ▼
Self Help		1	33%	60%	18%	-27% ▼
Stable Living Situation		2	67%	95%	76%	-28% ▼
Employed		0	0%	50%	31%	-50% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	85%
✓ Valid TEDS Data		98%	85%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	21%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	97%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	67%	75%	62%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								■	■	22%
Discharges										0%
Services									■	11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 109 Active Standard Outpatient Programs

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

Recovery Oriented Employment Services
InterCommunity Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	160	-51%	▼
Admits	72	81	-11%	▼
Discharges	29	143	-80%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		28	36%	35%	29%	1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		77%	81%
✓ Valid TEDS Data		66%	68%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	51%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		86%	79%
✓ SA Screen Complete		87%	79%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	10%

Data Submitted to DMHAS by Month
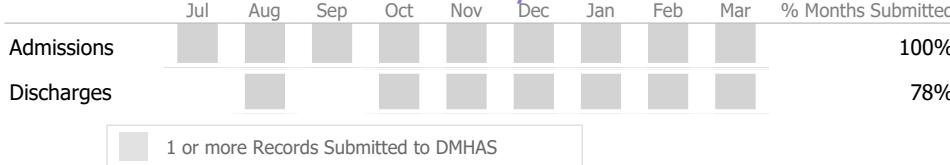
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

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

Residential Detox - 950600
InterCommunity Inc.
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)
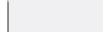
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,616	1,751	-8%
Admits	2,099	2,263	-7%
Discharges	2,104	2,278	-8%
Bed Days	8,446	9,173	-8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		1,381	66%	80%	67%	-14% ▼
●	No Re-admit within 30 Days of Discharge		1,696	81%	85%	80%	-4%
●	Follow-up within 30 Days of Discharge		744	54%	90%	54%	-36% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	80%
Valid TEDS Data		97%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	N/A

Co-occurring		Actual	State Avg
✓ MH Screen Complete		99%	95%
✓ SA Screen Complete		99%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		35	6 days	0.0	88%	90%	72%	-2%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS
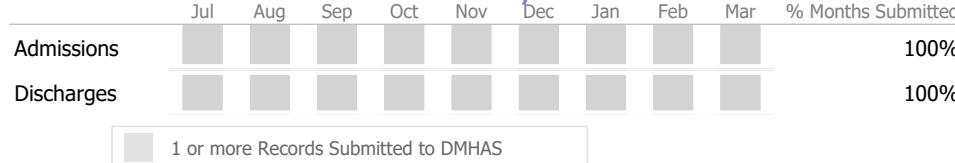
▲ > 10% Over   ▼ < 10% Under

| Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

SA Jail Diversion Program
InterCommunity Inc.
Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	17	-18%	▼
Admits	1	17	-94%	▼
Discharges	2	4	-50%	▼
Service Hours	1	24	-96%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services	▮	1	8%	90%	59%	-82%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		0	0%	0%	129%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▨				11%
Discharges		▨				▨				22%
Services							▨			11%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

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

SATEP ADRC Res Intensive950601
InterCommunity Inc.
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)
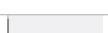
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	344	376	-9%
Admits	330	364	-9%
Discharges	328	366	-10%
Bed Days	7,570	7,941	-5%
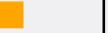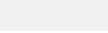
Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		244	74%	80%	69%	-6%
✅	No Re-admit within 30 Days of Discharge		305	93%	85%	90%	8%
🔴	Follow-up within 30 Days of Discharge		183	75%	90%	65%	-15% ▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	81%	83%
✅	Valid TEDS Data	97%	97%

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

Co-occurring	Actual	State Avg
✅ MH Screen Complete	100%	93%
✅ SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
✅ Valid Axis I Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Self Help		76	21%	60%	45%	-39% ▼
🔴	Abstinence/Reduced Drug Use		17	5%	70%	37%	-65% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✅	Avg Utilization Rate		28	27 days	0.1	99%	90%	94%	9%

🟦 < 90% ⬜ 90-110% 🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

SATEP ADRC Res Intermed.950403
InterCommunity Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	49	2%
Admits	40	39	3%
Discharges	39	38	3%
Bed Days	2,786	2,805	-1%
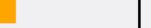
Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	90%
Valid TEDS Data		98%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	5%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	89%
✓ SA Screen Complete		100%	89%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		31	79%	70%	67%	9%
✓	No Re-admit within 30 Days of Discharge		37	95%	85%	89%	10%
●	Follow-up within 30 Days of Discharge		27	87%	90%	70%	-3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use			5	10%	70%	68%	-60% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	78 days	0.1	102%	90%	79%	12% ▲

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐	☐	☐		☐	☐	☐	☐	☐	89%
Discharges	☐	☐	☐		☐	☐	☐	☐	☐	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

SOR - Employment
InterCommunity Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	126	12%	▲
Admits	69	89	-22%	▼
Discharges	80	5	1500%	▲
Service Hours	639	382	67%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		54	38%	35%	29%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	97%	90%	79%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	81%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		65%	51%

Data Submitted to DMHAS by Month
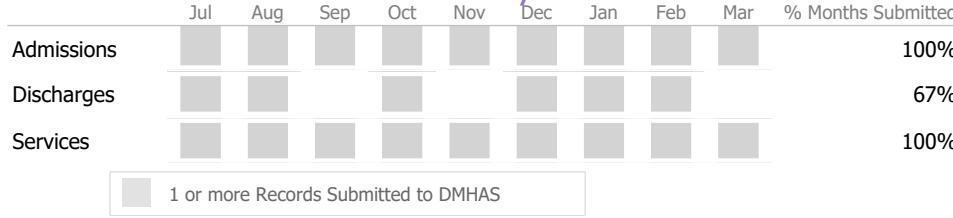
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										67%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Employment Services Programs

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

SOR -HCWH
InterCommunity Inc.
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43		
Admits	43	-	
Discharges	2	-	
Service Hours	102	-	

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		42	98%	50%	73%	48%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢		▢	▢	▢		▢	56%
Discharges									▢	11%
Services						▢	▢	▢	▢	44%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ● Below Goal
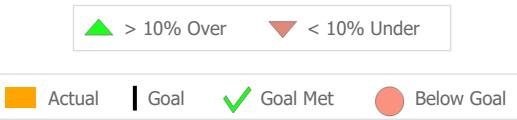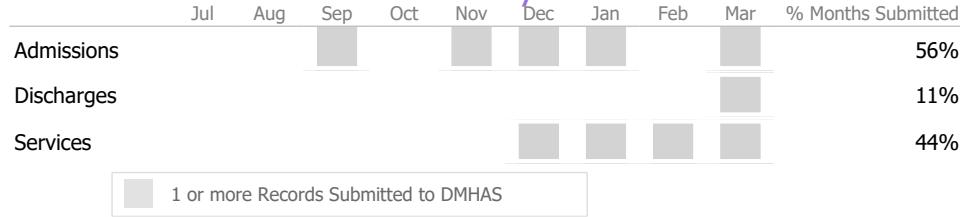
* State Avg based on 23 Active Outreach & Engagement Programs

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

YAS ACT - 229
InterCommunity Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	7	5	40%	▲
Discharges	6	4	50%	▲
Service Hours	594	850	-30%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		68%	83%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	33%	65%	44%	-32%	▼
🔴	No Re-admit within 30 Days of Discharge		4	80%	85%	94%	-5%	
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	57%	-40%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		16	94%	60%	79%	34%	▲
✓	Stable Living Situation		15	88%	60%	92%	28%	▲
✓	Employed		7	41%	15%	15%	26%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	91%	90%	99%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪			▪	▪		56%
Discharges	▪	▪			▪		▪	▪		56%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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