InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,931	5,493	-10%	
	Admits	8,012	8,456	-5%	
	Discharges	7,791	9,033	-14%	▼
	Service Hours	34,758	36,043	-4%	
	Bed Days	44,197	49,805	-11%	▼

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

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%

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

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Intake	1,755	24.1%
	Outpatient	1,509	20.7%
	Community Support	393	5.4%
	Crisis Services	317	4.3%
	Employment Services	146	2.0%
	Social Rehabilitation	103	1.4%
	ACT	62	0.9%
	Residential Services	19	0.3%
	Consultation	17	0.2%
	Case Management	13	0.2%
Addiction			
	Residential Services	2,291	31.4%
	Outpatient	281	3.9%
	Employment Services	245	3.4%
	Case Management	72	1.0%
Forensic SA			
	Case Management	47	0.6%
	Forensics Community-based	19	0.3%

Client Demographics

Age

Age	#	%	State Avg
18-25	486	10%	10%
26-34	1,140	23%	22%
35-44	1,266	26%	23%
45-54	979	20%	19%
55-64	812	17%	18%
65+	232	5%	7%

Gender

Gender	#	%	State Avg
Male	3,077	62%	59%
Female	1,851	38%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	2,651	54%	▼	68%
Unknown	1,162	24%	▲	12%
Hispanic-Other	1,114	23%	▲	8%
Hisp-Puerto Rican	3	0%	▼	11%
Hispanic-Mexican	1	0%		0%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	2,185	44%	▼	61%
Unknown	1,607	33%	▲	6%
Black/African American	905	18%		17%
Hawaiian/Other Pacific Islander	157	3%		0%
Asian	31	1%		1%
Multiple Races	28	1%		1%
Am. Indian/Native Alaskan	12	0%		0%
Other	6	0%	▼	13%

Legend: ▮ 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	1	10	-90%	▼
Discharges	-	1	-100%	▼
Service Hours	2	41	-96%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▨											8%
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 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	40	10%	
Admits	18	10	80%	▲
Discharges	14	11	27%	▲
Service Hours	2,630	3,585	-27%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	43%	65%	46%	-22%	▼
🔴	No Re-admit within 30 Days of Discharge		10	77%	85%	93%	-8%	
🔴	Follow-up within 30 Days of Discharge		4	67%	90%	56%	-23%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	87%

Co-occurring		Actual	State Avg
MH Screen Complete		92%	93%
SA Screen Complete		90%	92%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		45	96%	60%	79%	36%	▲
✔	Stable Living Situation		41	87%	60%	92%	27%	▲
🔴	Employed		5	11%	15%	16%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		30	91%	90%	99%	1%

Data Submitted to DMHAS by Month
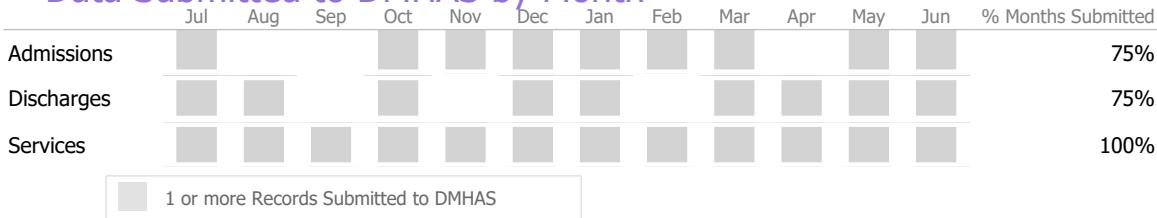
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	▪			75%
Discharges	▪	▪		▪		▪	▪	▪		▪	▪		75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	147	-68%	▼
Admits	2	112	-98%	▼
Discharges	48	113	-58%	▼
Service Hours	16	806	-98%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢												8%
Discharges	▢					▢							17%
Services	▢	▢					▢						25%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
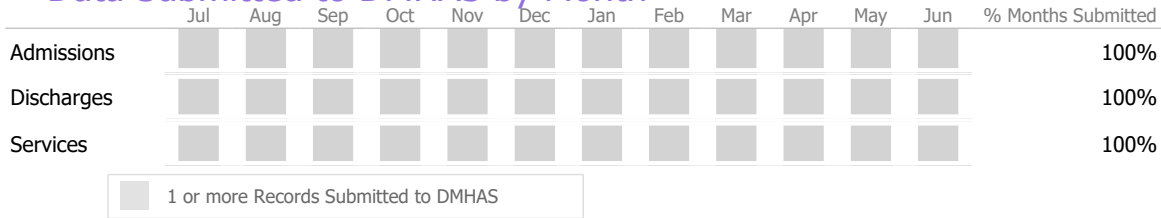
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,755	2,129	-18%	▼
Admits	1,903	2,198	-13%	▼
Discharges	1,901	2,209	-14%	▼
Service Hours	1,691	2,242	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	446	455	-2%	
Admits	73	143	-49%	▼
Discharges	110	85	29%	▲
Service Hours	6,325	8,083	-22%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		78	71%	50%	36%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		449	99%	60%	62%	39%	▲
🔴	Stable Living Situation		410	91%	95%	75%	-4%	
🔴	Employed		63	14%	30%	24%	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		72%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		86%	80%
✓ SA Screen Complete		86%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		336	98%	90%	85%	8%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		67	97%	75%	75%	22%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 88 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	145	1%
Admits	82	102	-20% ▼
Discharges	93	83	12% ▲
Service Hours	1,300	1,996	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		53	34%	35%	43%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	97%	90%	98%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		69%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▣	▣	▣		▣	▣	▣	▣	▣	▣		▣	92%
Discharges	▣	▣		▣	▣	▣	▣	▣		▣	▣	▣	83%
Services	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	100%

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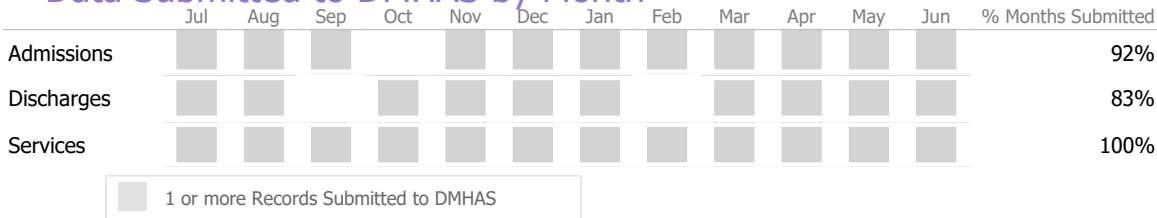
▲ > 10% Over   ▼ < 10% Under

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.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	53	-2%	
Admits	41	38	8%	
Discharges	39	42	-7%	
Service Hours	40	29	38%	▲
Bed Days	4,502	5,023	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		27	69%	85%	61%	-16%	▼
✔	No Re-admit within 30 Days of Discharge		37	95%	85%	81%	10%	
🔴	Follow-up within 30 Days of Discharge		12	44%	90%	70%	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	87%	88%
✔	Valid TEDS Data	97%	97%

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

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

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	
✔	Employed		43	83%	60%	40%	23%	▲
🔴	Abstinence/Reduced Drug Use		34	65%	70%	89%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		13	100%	90%	66%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		15	130 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	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

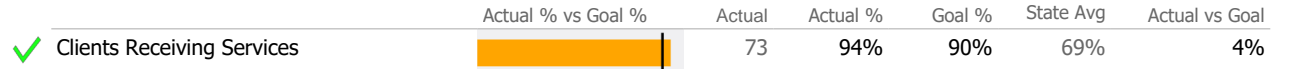🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

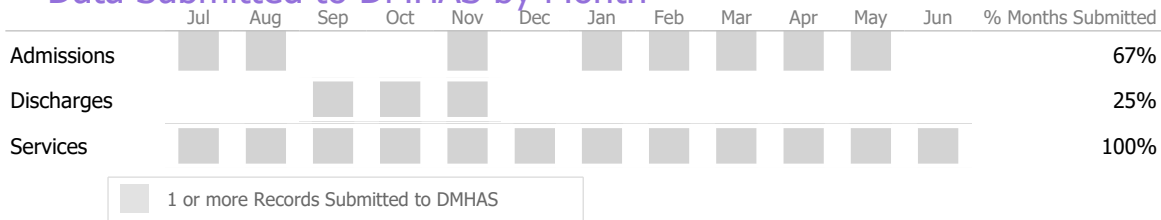Variances in data may be indicative of operational adjustments related to the pandemic.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	89	16%	▲
Admits	19	39	-51%	▼
Discharges	27	4	575%	▲
Service Hours	785	1,274	-38%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		73	94%	90%	69%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪			▪		▪	▪	▪	▪	▪		67%
Discharges			▪	▪	▪								25%
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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	6,205	6,208	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	79%	40%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	79%	-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%	12%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		67%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		92%	91%
SA Screen Complete		76%	77%

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	772 days	0.2	100%	90%	94%	10%

Legend: ▮ < 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				▮									8%
Discharges				▮									8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	30	-7%	
Admits	18	22	-18%	▼
Discharges	19	22	-14%	▼
Service Hours	1,909	2,095	-9%	
Bed Days	3,067	3,450	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		89%	88%
✓ Valid TEDS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	4%

Co-occurring		Actual	State Avg
MH Screen Complete		84%	88%
SA Screen Complete		83%	88%

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		17	89%	70%	68%	19%	▲
✓	No Re-admit within 30 Days of Discharge		18	95%	85%	89%	10%	
●	Follow-up within 30 Days of Discharge		15	88%	90%	71%	-2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		4	14%	70%	69%	-56%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		10	188 days	0.2	84%	90%	83%	-6%

■ < 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	■		■	■	■		■	■		■		■	83%
Discharges	■		■	■	■			■	■	■		■	75%
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.
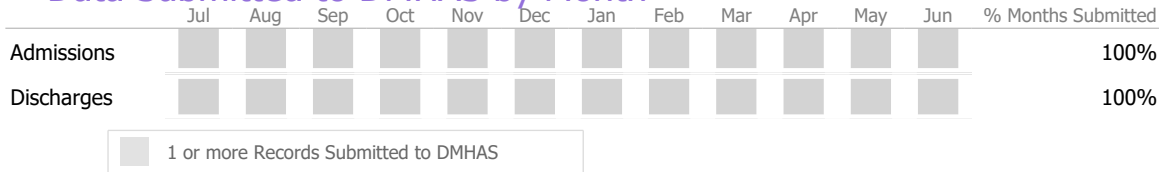
Crisis Srvs&CtrlAccess 612-200
InterCommunity Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	317	144	120%	▲
Admits	521	156	234%	▲
Discharges	520	156	233%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		464	95%	75%	78%	20%	▲
✔ Community Location Evaluation		461	94%	80%	75%	14%	▲
✔ Follow-up Service within 48 hours		310	98%	90%	70%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	393	584	-33%	▼
Admits	143	393	-64%	▼
Discharges	161	385	-58%	▼
Service Hours	10,670	9,814	9%	

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		89%	87%
✓ SA Screen Complete		78%	77%

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		115	71%	65%	56%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		403	100%	60%	81%	40% ▲
✓ Stable Living Situation		328	81%	80%	88%	1%
🔴 Employed		58	14%	20%	13%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		242	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36		
Admits	36	-	
Discharges	7	-	
Service Hours	474	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		67%	80%
SA Screen Complete		68%	81%

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		3	43%	50%	36%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		36	100%	60%	62%	40% ▲
🔴 Employed		8	22%	30%	24%	-8%
🔴 Stable Living Situation		31	86%	95%	75%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		36	100%	75%	75%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪	▪	▪	▪	▪	▪		▪	67%
Discharges								▪			▪		17%
Services													0%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 88 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	417	491	-15%	▼
Admits	510	647	-21%	▼
Discharges	510	661	-23%	▼
Bed Days	6,025	9,548	-37%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		432	85%	85%	79%	0%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		36	22 days	0.1	46%	90%	58%	-44% ▼

< 90%	90-110%	>110%

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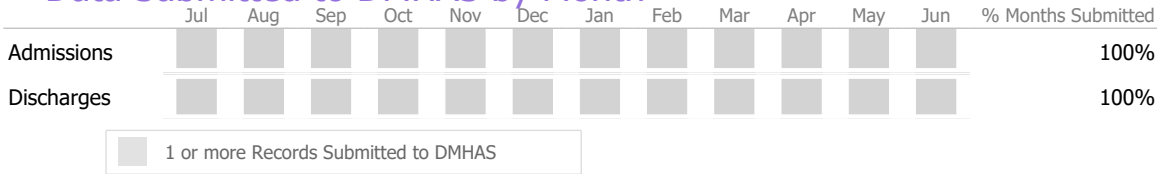
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	24	-46%	▼
Admits	-	16	-100%	▼
Discharges	-	11	-100%	▼
Service Hours	-	240	-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%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		1	8%	20%	12%	-12%	▼
● Stable Living Situation		8	62%	80%	82%	-18%	▼
● Social Support		5	38%	60%	72%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	71%	N/A	▼

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													0%

    1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	267	383	-30%	▼
Admits	227	219	4%	
Discharges	145	360	-60%	▼
Service Hours	1,067	634	68%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		75%	86%
Valid TEDS Data		71%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		79%	26%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		94%	92%
✓ SA Screen Complete		96%	96%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		119	82%	50%	51%	32%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Stable Living Situation		214	79%	95%	78%	-16%	▼
●	Employed		40	15%	50%	32%	-35%	▼
●	Not Arrested		98	36%	75%	79%	-39%	▼
●	Abstinence/Reduced Drug Use		38	14%	55%	49%	-41%	▼
●	Self Help		39	14%	60%	18%	-46%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		121	97%	90%	72%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		138	61%	75%	61%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 111 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,121	1,377	-19%	▼
Admits	846	645	31%	▲
Discharges	726	1,131	-36%	▼
Service Hours	5,668	3,168	79%	▲

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		72%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		78%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		79%	80%
SA Screen Complete		79%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		465	64%	50%	36%	14%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		1,142	99%	60%	62%	39%	▲
✓	Employed		365	32%	30%	24%	2%	
●	Stable Living Situation		917	79%	95%	75%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		421	96%	90%	85%	6%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		493	59%	75%	75%	-16%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
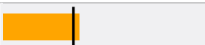
☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 88 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	-	-	
Service Hours	137	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		90%	86%
✓ Valid TEDS Data		97%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	26%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		96%	92%
✓ SA Screen Complete		96%	96%

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

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
● Abstinence/Reduced Drug Use		6	38%	55%	49%	-17% ▼
● Not Arrested		9	56%	75%	79%	-19% ▼
● Stable Living Situation		12	75%	95%	78%	-20% ▼
● Employed		2	12%	50%	32%	-38% ▼
● Self Help		2	12%	60%	18%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	94%	75%	61%	19% ▲

Data Submitted to DMHAS by Month
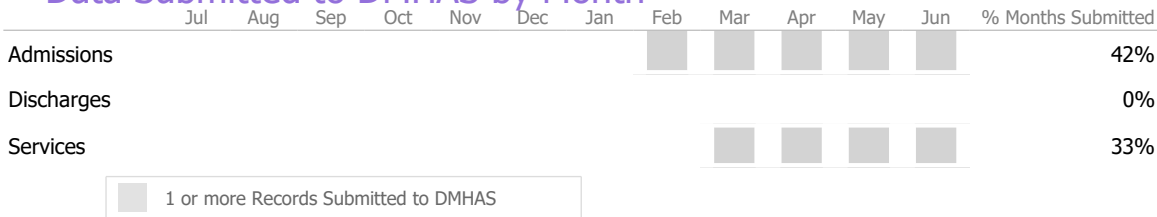
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▢	▢	▢	▢	▢	42%
Discharges													0%
Services									▢	▢	▢	▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 111 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	163	-44%	▼
Admits	87	86	1%	
Discharges	43	166	-74%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	38%	35%	31%	3%

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		95%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		89%	80%
✓ SA Screen Complete		89%	80%

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

Data Submitted to DMHAS by Month
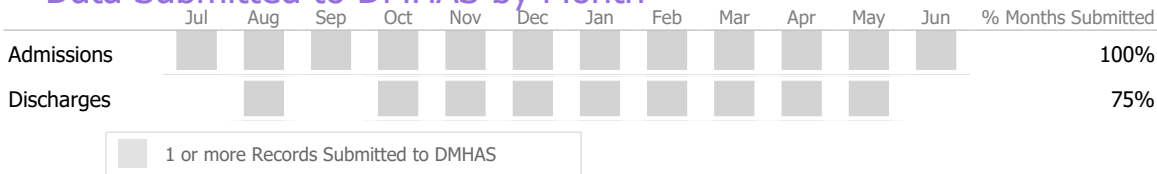
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													75%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,060	2,157	-4%
Admits	2,789	2,957	-6%
Discharges	2,790	2,964	-6%
Bed Days	11,127	11,844	-6%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		1,821	65%	80%	67%	-15% ▼
🔴	No Re-admit within 30 Days of Discharge		2,209	79%	85%	80%	-6%
🔴	Follow-up within 30 Days of Discharge		981	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%	96%
✔ 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	5 days	0.0	87%	90%	72%	-3%

< 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													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
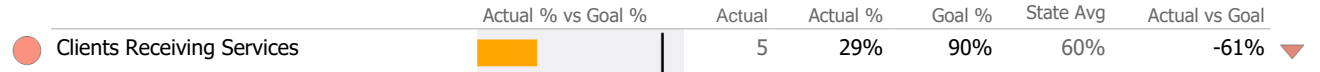
🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
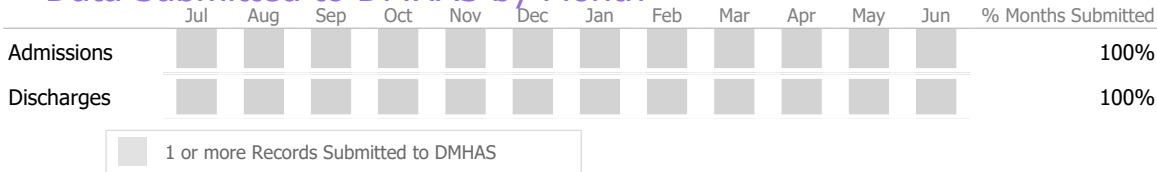
* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	6	17	-65%	▼
Discharges	2	4	-50%	▼
Service Hours	5	24	-79%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		5	29%	90%	60%	-61%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	100%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▓						▓	17%
Discharges		▓				▓							17%
Services							▓						8%

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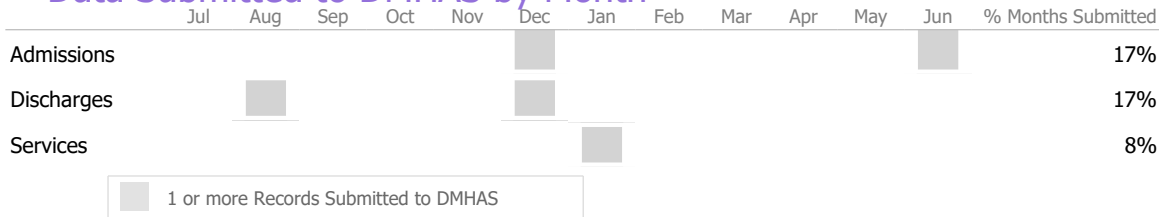
▲ > 10% Over   ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	438	481	-9%
Admits	442	477	-7%
Discharges	443	475	-7%
Bed Days	9,626	10,007	-4%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		325	73%	80%	68%	-7%
✓	No Re-admit within 30 Days of Discharge		409	92%	85%	90%	7%
🔴	Follow-up within 30 Days of Discharge		245	75%	90%	66%	-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	N/A	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		122	26%	60%	50%	-34% ▼
🔴	Abstinence/Reduced Drug Use		58	12%	70%	41%	-58% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		28	24 days	0.1	94%	90%	88%	4%

Legend: ⬜ < 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													100%
Discharges													100%

⬜ 1 or more Records Submitted to DMHAS

Legend: ▲ > 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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	59	7%
Admits	55	49	12% ▲
Discharges	53	49	8%
Bed Days	3,610	3,725	-3%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		40	75%	70%	68%	5%
✓	No Re-admit within 30 Days of Discharge		50	94%	85%	89%	9%
●	Follow-up within 30 Days of Discharge		35	88%	90%	71%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
Valid TEDS Data	97%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	88%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		13	20%	70%	69%	-50% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		10	75 days	0.1	99%	90%	83%	9%

■ < 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	■	■	■		■	■	■	■	■	■	■	■	92%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	142	12%	▲
Admits	93	107	-13%	▼
Discharges	115	72	60%	▲
Service Hours	856	494	73%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		65	39%	35%	31%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	96%	90%	88%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		71%	81%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	54%

Data Submitted to DMHAS by Month
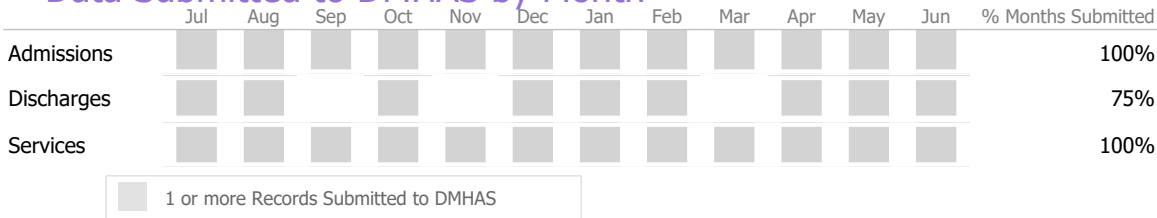
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													75%
Services													100%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72		
Admits	73	-	
Discharges	15	-	
Service Hours	210	-	

Service Engagement
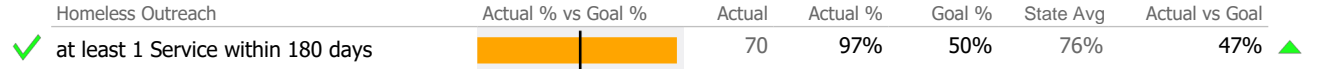
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		70	97%	50%	76%	47% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢	▢	▢		▢	▢	▢	▢	67%
Discharges						▢			▢		▢	▢	25%
Services						▢	▢	▢	▢	▢	▢	▢	58%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	14	36%	▲
Admits	9	6	50%	▲
Discharges	9	5	80%	▲
Service Hours	924	967	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	44%	65%	46%	-21%	▼
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	93%	3%	
🔴	Follow-up within 30 Days of Discharge		2	50%	90%	56%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		19	100%	60%	79%	40%	▲
✓	Stable Living Situation		18	95%	60%	92%	35%	▲
✓	Employed		8	42%	15%	16%	27%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		10	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
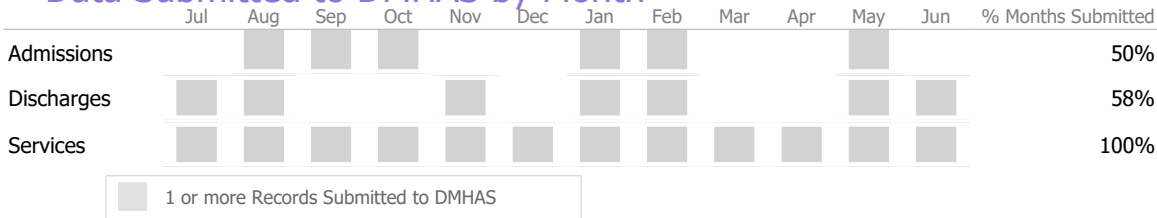
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢			▢	▢			▢		50%
Discharges	▢	▢			▢		▢	▢			▢	▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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.

YAS RESET
InterCommunity Inc.
Mental Health - Residential Services - Supervised Apartments

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	1		
Admits	1	-	
Discharges	-	-	
Service Hours	51	-	
Bed Days	35	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		1	100%	60%	84%	40% ▲
✔ Stable Living Situation		1	100%	95%	94%	5%
🔴 Employed		0	0%	25%	12%	-25% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	76%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	88%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	91%
✔ SA Screen Complete		100%	77%

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		16	34 days	16.0	2%	90%	94%	-88%

< 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											▪		8%
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 79 Active Supervised Apartments Programs

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