

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,130	4,922	4%
	Admits	8,198	8,029	2%
	Discharges	7,981	7,804	2%
	Service Hours	40,081	34,758	15% ▲
	Bed Days	41,960	44,194	-5%

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

### Consumer Satisfaction Survey

(Based on 206 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Participation in Treatment		86%	80%	92%
✓ Respect		86%	80%	91%
✓ Access		84%	80%	88%
● Outcome		76%	80%	83%
● Recovery		73%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Intake	1,941	24.9%
	Outpatient	1,713	22.0%
	Community Support	379	4.9%
	Crisis Services	299	3.8%
	Employment Services	140	1.8%
	Social Rehabilitation	92	1.2%
	ACT	68	0.9%
	Residential Services	22	0.3%
	Consultation	17	0.2%
	Case Management	13	0.2%
<b>Addiction</b>	Residential Services	2,148	27.6%
	Outpatient	523	6.7%
	Case Management	175	2.2%
	Employment Services	175	2.2%
<b>Forensic SA</b>	Forensics Community-based	91	1.2%

### Client Demographics

Age	#	%	State Avg
18-25	499	10%	10%
26-34	1,171	23%	22%
35-44	1,334	26%	23%
45-54	1,006	20%	18%
55-64	855	17%	18%
65+	248	5%	8%

Gender	#	%	State Avg
Male	3,143	61%	59%
Female	1,983	39%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,262	44%	61% ▼
Unknown	1,528	30%	6% ▲
Black/African American	1,063	21%	17%
Hawaiian/Other Pacific Islander	162	3%	0%
Multiple Races	59	1%	1%
Asian	35	1%	1%
Am. Indian/Native Alaskan	18	0%	0%
Other	3	0%	13% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	2,866	56%	68% ▼
Hispanic-Other	1,222	24%	9% ▲
Unknown	1,039	20%	12%
Hisp-Puerto Rican	3	0%	11% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	1	2	-53% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	44	11% ▲
Admits	16	18	-11% ▼
Discharges	21	14	50% ▲
Service Hours	2,499	2,630	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	85%
On-Time Periodic		
6 Month Updates	96%	90%
Co-occurring		
MH Screen Complete	95%	95%
SA Screen Complete	91%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	48%	65%	49%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		16	100%	85%	95%	15% ▲
● Follow-up within 30 Days of Discharge		4	40%	90%	43%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	98%	60%	80%	38% ▲
✓ Stable Living Situation		45	92%	60%	91%	32% ▲
● Employed		5	10%	15%	19%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	99%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■			■	■	■	■			■	67%
Discharges	■	■	■	■	■	■	■	■	■	■		■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

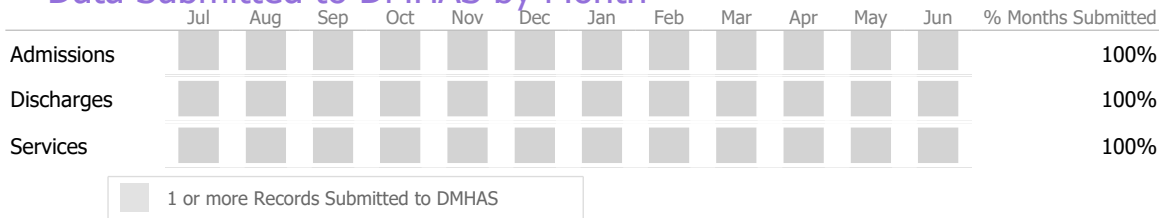
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,941	1,754	11% ▲
Admits	2,095	1,903	10%
Discharges	2,097	1,901	10%
Service Hours	1,972	1,691	17% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	439	446	-2%
Admits	103	73	41% ▲
Discharges	103	110	-6%
Service Hours	7,029	6,325	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	90%
SA Screen Complete	95%	91%
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		93	90%	50%	41%	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		442	99%	60%	62%	39% ▲
● Stable Living Situation		399	89%	95%	73%	-6%
● Employed		72	16%	30%	26%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		339	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		98	96%	75%	79%	21% ▲

### 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 74 Active Standard Outpatient Programs

## Career Opportunities

InterCommunity Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	146	-4%
Admits	84	82	2%
Discharges	82	93	-12% ▼
Service Hours	1,270	1,300	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		52	36%	35%	47%	1%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	95%	90%	96%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		■	■	■	92%
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 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	51	-6%
Admits	35	41	-15% ▼
Discharges	37	39	-5%
Service Hours	34	40	-15% ▼
Bed Days	4,188	4,502	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
Valid TEDS Data	85%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	98%	98%
SA Screen Complete	98%	98%
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		25	68%	85%	64%	-17% ▼
No Re-admit within 30 Days of Discharge		33	89%	85%	83%	4%
Follow-up within 30 Days of Discharge		11	44%	90%	73%	-46% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		36	75%	60%	38%	15% ▲
Abstinence/Reduced Drug Use		11	23%	70%	81%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	60%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	142 days	0.2	76%	90%	85%	-14% ▼

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													83%
Discharges													100%
Services													100%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

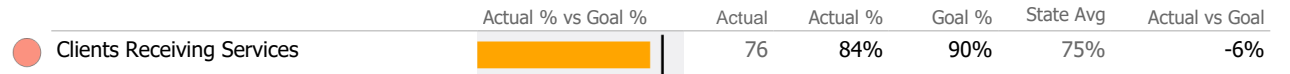
\* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

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

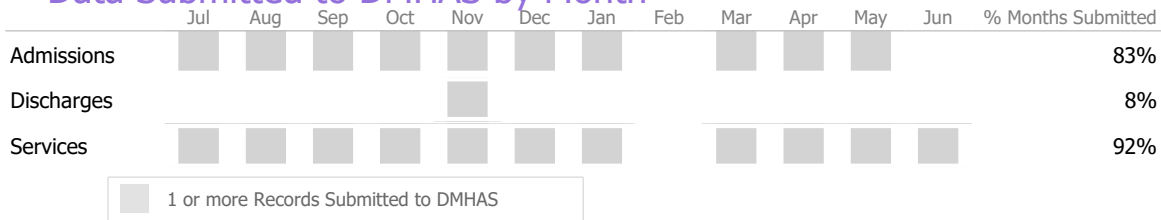
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	103	-11% ▼
Admits	15	19	-21% ▼
Discharges	2	27	-93% ▼
Service Hours	718	785	-9%
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	3	1	200% ▲
Discharges	3	1	200% ▲
Bed Days	6,209	6,205	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	89%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	70%	7%
● Follow-up within 30 Days of Discharge		1	50%	90%	80%	-40% ▼

### Recovery

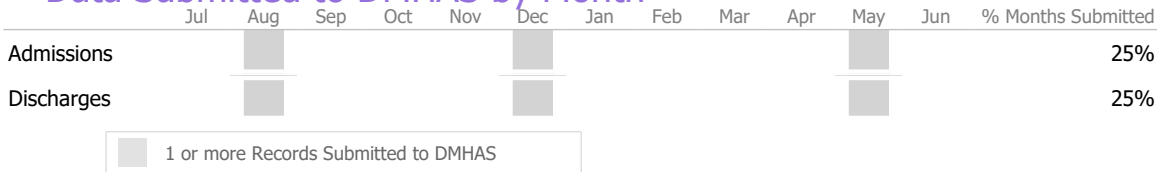
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	100%	60%	84%	40% ▲
● Stable Living Situation		18	90%	95%	93%	-5%
● Employed		1	5%	25%	12%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,062 days	0.2	100%	90%	91%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	28	25% ▲
Admits	26	18	44% ▲
Discharges	25	19	32% ▲
Service Hours	1,960	1,909	3%
Bed Days	2,979	3,067	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		16	64%	70%	66%	-6%
✓ No Re-admit within 30 Days of Discharge		23	92%	85%	91%	7%
● Follow-up within 30 Days of Discharge		14	88%	90%	68%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		86%
Valid TEDS Data		93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		36%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		94%
SA Screen Complete		92%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		9	26%	70%	68%	-44% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	153 days	0.2	82%	90%	92%	-8%

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													92%
Discharges													100%
Services													100%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

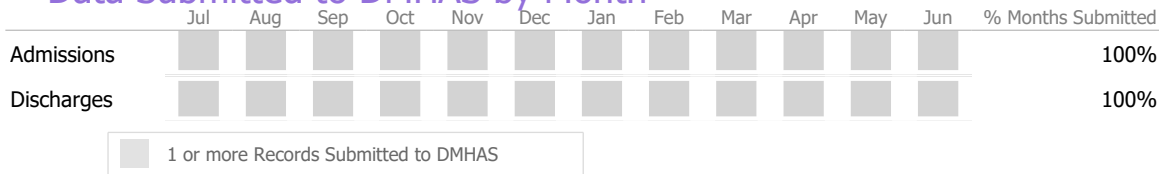
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	299	316	-5%
Admits	418	521	-20% ▼
Discharges	418	523	-20% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		345	94%	75%	71%	19% ▲
✓ Community Location Evaluation		366	100%	80%	72%	20% ▲
✓ Follow-up Service within 48 hours		299	99%	90%	64%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	379	393	-4%
Admits	147	143	3%
Discharges	134	161	-17% ▼
Service Hours	9,832	10,670	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	95%
SA Screen Complete	97%	94%
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		90	67%	65%	56%	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		388	100%	60%	80%	40% ▲
✓ Stable Living Situation		329	85%	80%	87%	5%
● Employed		69	18%	20%	14%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		255	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 38 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	36	122% ▲
Admits	57	36	58% ▲
Discharges	35	8	338% ▲
Service Hours	1,801	474	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	88%
On-Time Periodic		
6 Month Updates	100%	49%
Co-occurring		
MH Screen Complete	85%	90%
SA Screen Complete	85%	91%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	43%	50%	41%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		84	99%	60%	62%	39% ▲
✓ Employed		34	40%	30%	26%	10% ▲
● Stable Living Situation		74	87%	95%	73%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		53	96%	75%	79%	21% ▲

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

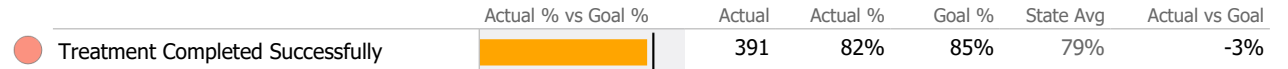
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

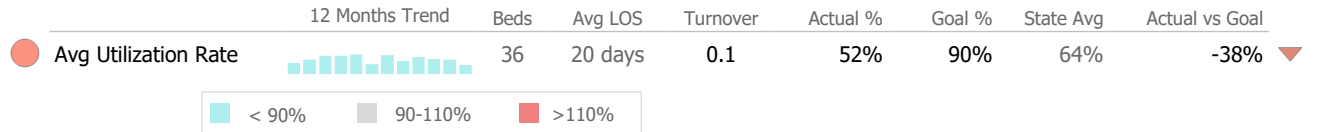
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	395	417	-5%
Admits	473	510	-7%
Discharges	477	510	-6%
Bed Days	4,424	6,025	-27% ▼

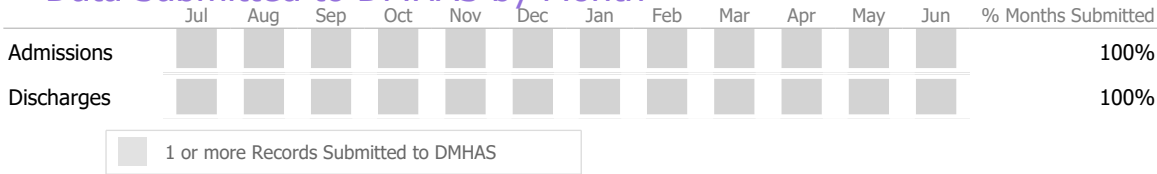
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	20%	-20% ▼
Social Support		0	0%	60%	74%	-60% ▼
Stable Living Situation		0	0%	80%	78%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	90%	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 31 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	459	266	73% ▲
Admits	364	225	62% ▲
Discharges	318	148	115% ▲
Service Hours	1,333	1,067	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	87%
Valid TEDS Data	72%	84%
<b>On-Time Periodic</b>		
6 Month Updates	79%	15%
<b>Co-occurring</b>		
MH Screen Complete	99%	91%
SA Screen Complete	99%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		221	69%	50%	48%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		378	78%	95%	76%	-17% ▼
● Not Arrested		248	51%	75%	77%	-24% ▼
● Employed		99	20%	50%	33%	-30% ▼
● Self Help		91	19%	60%	16%	-41% ▼
● Abstinence/Reduced Drug Use		47	10%	55%	42%	-45% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		154	92%	90%	58%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		174	50%	75%	63%	-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 117 Active Standard Outpatient Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,304	1,139	14% ▲
Admits	952	863	10%
Discharges	848	728	16% ▲
Service Hours	7,280	5,668	28% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	97%	90%
SA Screen Complete	97%	91%
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		688	81%	50%	41%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,394	100%	60%	62%	40% ▲
✓ Employed		506	36%	30%	26%	6%
○ Stable Living Situation		1,204	86%	95%	73%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		545	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		673	74%	75%	79%	-1%

### 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 74 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	16	369% ▲
Admits	65	16	306% ▲
Discharges	23	-	
Service Hours	1,093	137	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
Valid TEDS Data	92%	84%
On-Time Periodic		
6 Month Updates	82%	15%
Co-occurring		
MH Screen Complete	96%	91%
SA Screen Complete	97%	93%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	35%	50%	48%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		66	81%	95%	76%	-14% ▼
Not Arrested		42	52%	75%	77%	-23% ▼
Abstinence/Reduced Drug Use		20	25%	55%	42%	-30% ▼
Self Help		21	26%	60%	16%	-34% ▼
Employed		8	10%	50%	33%	-40% ▼

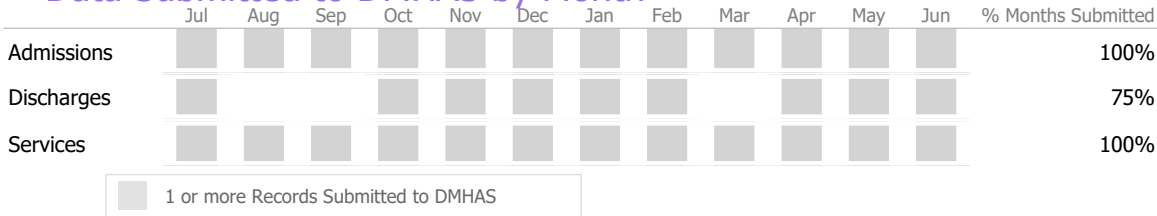
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	97%	90%	58%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		53	83%	75%	63%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	92	-26% ▼
Admits	20	87	-77% ▼
Discharges	39	43	-9%

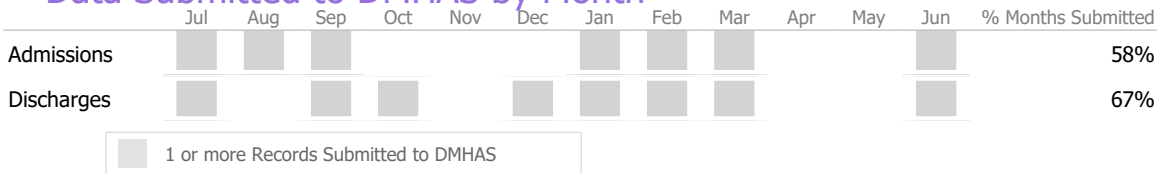
### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		27	39%	35%	35%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	86%
✓ Valid TEDS Data	56%	66%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	75%	71%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	96%	88%
✓ SA Screen Complete	96%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	8%

### Data Submitted to DMHAS by Month



▲ > 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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,852	2,060	-10% ▼
Admits	2,492	2,789	-11% ▼
Discharges	2,492	2,790	-11% ▼
Bed Days	9,977	11,127	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	86%
Valid TEDS Data	96%	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	98%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

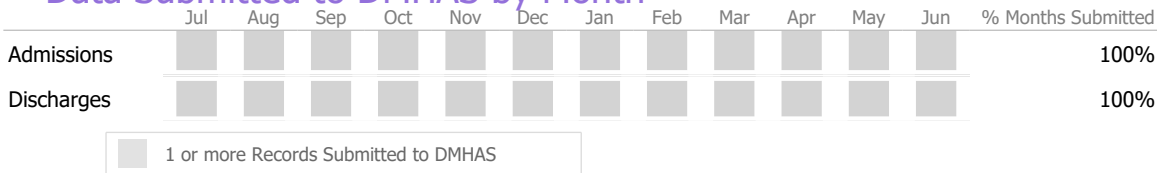
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1,568	63%	80%	69%	-17% ▼
● No Re-admit within 30 Days of Discharge		1,997	80%	85%	80%	-5%
● Follow-up within 30 Days of Discharge		810	52%	90%	54%	-38% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		35	4 days	0.0	78%	90%	69%	-12% ▼

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

Variations 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

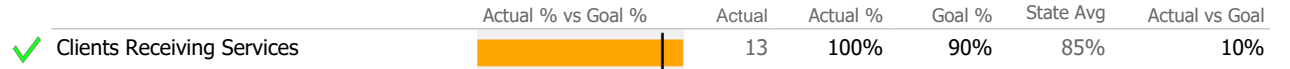
Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	10	810% ▲
Admits	88	5	1660% ▲
Discharges	79	6	1217% ▲
Service Hours	91	5	

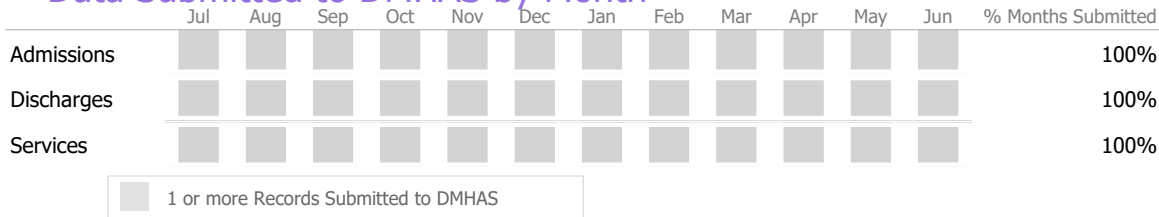
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	483	436	11% ▲
Admits	479	441	9%
Discharges	478	443	8%
Bed Days	9,824	9,623	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	89%
Valid TEDS Data	93%	95%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		322	67%	80%	69%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		423	88%	85%	89%	3%
● Follow-up within 30 Days of Discharge		233	72%	90%	64%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help		253	50%	60%	67%	-10%
● Abstinence/Reduced Drug Use		137	27%	70%	42%	-43% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		28	23 days	0.0	96%	90%	91%	6%

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%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	63	13% ▲
Admits	60	55	9%
Discharges	62	53	17% ▲
Bed Days	3,691	3,610	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	86%
Valid TEDS Data	91%	93%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	36%
<b>Co-occurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	100%	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	55%	70%	66%	-15% ▼
No Re-admit within 30 Days of Discharge		57	92%	85%	91%	7%
Follow-up within 30 Days of Discharge		26	76%	90%	68%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		39	54%	70%	68%	-16% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	70 days	0.1	101%	90%	92%	11% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	158	-32% ▼
Admits	65	94	-31% ▼
Discharges	59	115	-49% ▼
Service Hours	475	856	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		65	56%	35%	35%	21% ▲

### Service Utilization

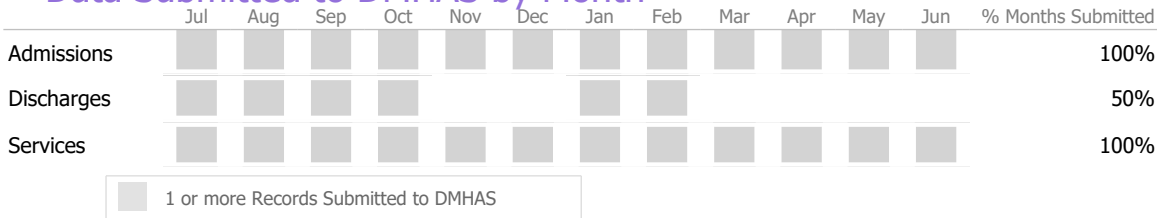
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77% vs 86%

On-Time Periodic	Actual	State Avg
6 Month Updates		44% vs 71%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

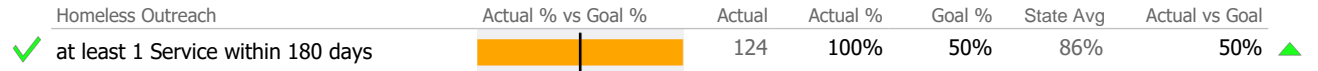
\* State Avg based on 10 Active Employment Services Programs



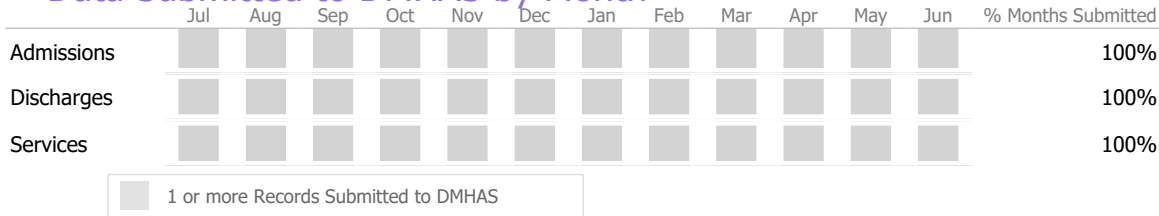
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	75	133% ▲
Admits	130	76	71% ▲
Discharges	137	15	813% ▲
Service Hours	895	210	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	10	9	11% ▲
Discharges	11	9	22% ▲
Service Hours	946	924	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	45%	65%	49%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	95%	6%
● Follow-up within 30 Days of Discharge		2	40%	90%	43%	-50% ▼

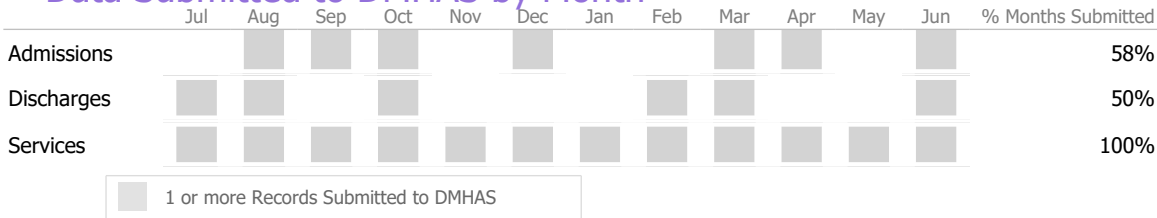
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	100%	60%	80%	40% ▲
✓ Stable Living Situation		20	100%	60%	91%	40% ▲
✓ Employed		7	35%	15%	19%	20% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	1	1	0%
Discharges	-	-	
Service Hours	852	51	
Bed Days	668	35	1809% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	80%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

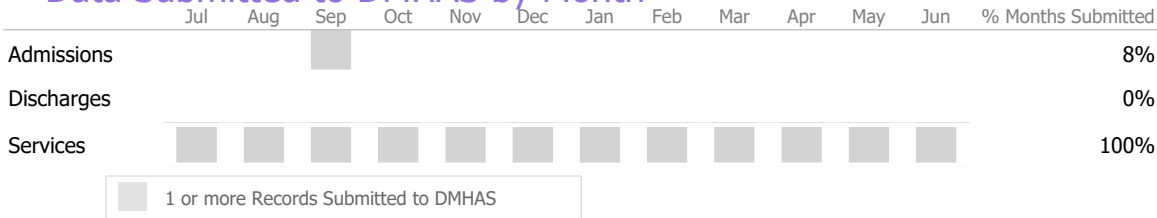
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	100%	25%	12%	75% ▲
Social Support		2	100%	60%	84%	40% ▲
Stable Living Situation		2	100%	95%	93%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	355 days	2.0	11%	90%	91%	-79% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs

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