InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024   (Data as of Sep 11, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,859	4,857	0%
	Admits	7,659	7,784	-2%
	Discharges	8,162	7,791	5%
	Service Hours	42,415	40,108	6%
	Bed Days	40,330	44,131	-9%

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

Consumer Satisfaction Survey   (Based on 294 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		88%	80%	91%
✔	General Satisfaction		88%	80%	92%
✔	Respect		88%	80%	91%
✔	Participation in Treatment		87%	80%	92%
✔	Quality and Appropriateness		87%	80%	93%
●	Access		79%	80%	88%
●	Recovery		74%	80%	79%
●	Outcome		74%	80%	83%

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	1,938	25.8%
	Outpatient	1,734	23.1%
	Community Support	410	5.5%
	Crisis Services	312	4.1%
	Employment Services	148	2.0%
	Social Rehabilitation	120	1.6%
	Case Management	70	0.9%
	ACT	55	0.7%
	Consultation	46	0.6%
	Residential Services	20	0.3%
Addiction			
	Residential Services	1,693	22.5%
	Outpatient	516	6.9%
	Case Management	235	3.1%
	Employment Services	143	1.9%
Forensic SA			
	Forensics Community-based	82	1.1%

Client Demographics

Age	#	%	State Avg
18-25	511	11%	9%
26-34	995	21%	20%
35-44	1,277	26%	25%
45-54	885	18%	18%
55-64	820	17%	18%
65+	356	7%	9%

Gender	#	%	State Avg
Male	2,893	60%	60%
Female	1,961	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,533	52% ▼	64%
Unknown	1,103	23%	15%
Hispanic-Other	1,015	21%	11%
Hisp-Puerto Rican	201	4%	10%
Hispanic-Mexican	7	0%	1%
Hispanic-Cuban			0%

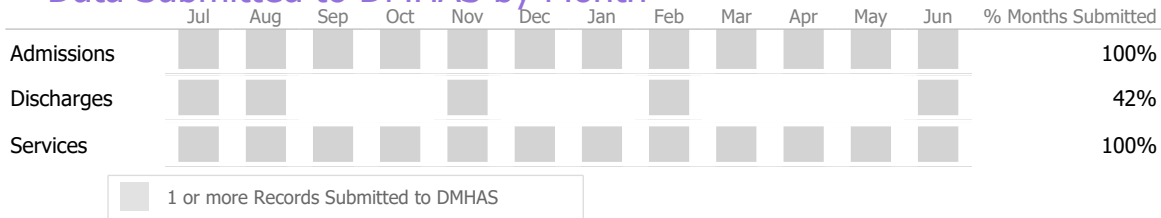| Race	#	%	State Avg
White/Caucasian	2,073	43% ▼	58%
Unknown	1,428	29% ▲	9%
Black/African American	1,081	22%	17%
Hawaiian/Other Pacific Islander	125	3%	0%
Multiple Races	73	2%	1%
Asian	38	1%	1%
Am. Indian/Native Alaskan	27	1%	1%
Other	14	0% ▼	12%

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	22	109%	▲
Admits	29	-		
Discharges	11	5	120%	▲
Service Hours	110	2		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢			▢			▢				▢	42%
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 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	41	2%	
Admits	16	13	23%	▲
Discharges	14	15	-7%	
Service Hours	3,522	2,953	19%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	64%	65%	57%	-1%	
✔	No Re-admit within 30 Days of Discharge		14	100%	85%	89%	15%	▲
🔴	Follow-up within 30 Days of Discharge		6	67%	90%	48%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	94%

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

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		42	100%	60%	76%	40%	▲
✔	Stable Living Situation		40	95%	60%	88%	35%	▲
✔	Improved/Maintained Function Score		33	100%	85%	29%	15%	▲
🔴	Employed		2	5%	15%	15%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		28	100%	90%	99%	10%

Data Submitted to DMHAS by Month
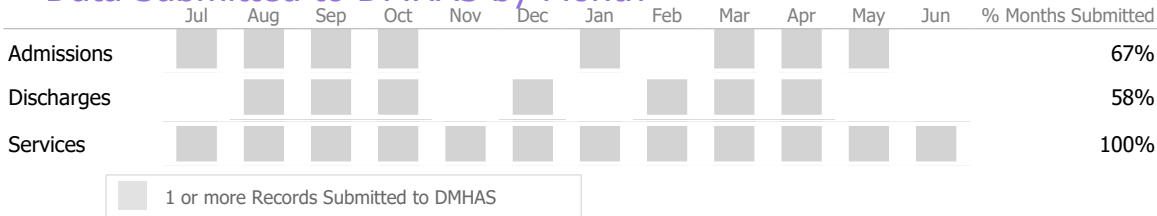
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪				▪		▪	▪	▪		67%
Discharges		▪	▪	▪		▪		▪		▪			58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

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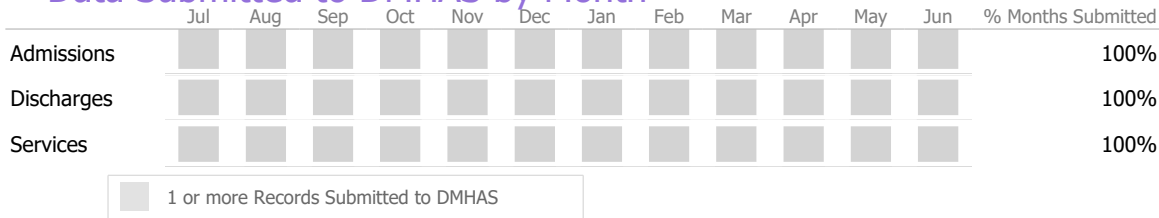
🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,938	1,991	-3%
Admits	2,193	2,219	-1%
Discharges	2,193	2,220	-1%
Service Hours	2,007	2,086	-4%

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 16 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	437	-5%
Admits	95	101	-6%
Discharges	112	113	-1%
Service Hours	6,012	5,777	4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	54%

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		82	73%	50%	45%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		423	100%	60%	66%	40% ▲
✓ Improved/Maintained Function Score		382	99%	75%	49%	24% ▲
● Stable Living Situation		381	90%	95%	75%	-5%
● Employed		66	16%	30%	27%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		310	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		92	97%	75%	68%	22% ▲

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%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	127	17%	▲
Admits	81	65	25%	▲
Discharges	96	59	63%	▲
Service Hours	2,698	2,248	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		47	31%	35%	41%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ Clients Receiving Services		55	98%	90%	97%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	93%

On-Time Periodic		Actual	State Avg
✅ 6 Month Updates		97%	87%

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 37 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	48	31%	▲
Admits	52	39	33%	▲
Discharges	49	39	26%	▲
Service Hours	-	-		
Bed Days	4,836	5,520	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	89%	90%
✓	Valid TEDS Data	99%	99%

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

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		27	55%	85%	70%	-30%	▼
✓	No Re-admit within 30 Days of Discharge		46	94%	85%	88%	9%	
●	Follow-up within 30 Days of Discharge		8	30%	90%	69%	-60%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		34	54%	70%	86%	-16%	▼
●	Employed		25	40%	60%	46%	-20%	▼
●	Improved/Maintained Function Score		18	37%	75%	78%	-38%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	55%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		13	111 days	0.1	102%	90%	92%	12%	▲

■ < 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
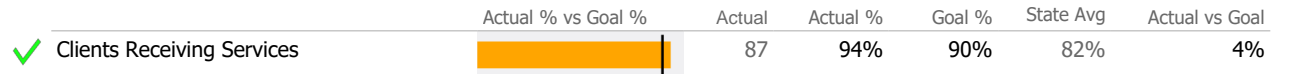
■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

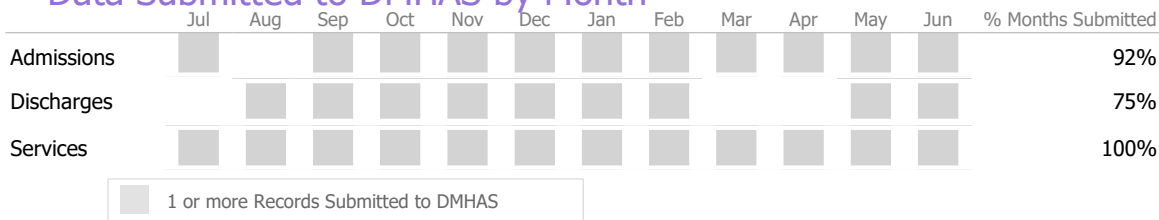Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	112	7%	
Admits	59	29	103%	▲
Discharges	35	51	-31%	▼
Service Hours	1,442	1,071	35%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		87	94%	90%	82%	4%

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 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	20	-15%	▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Bed Days	6,222	6,205	0%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		17	100%	60%	87%	40%	▲
✓ Improved/Maintained Function Score		17	100%	95%	66%	5%	
⬤ Stable Living Situation		16	94%	95%	95%	-1%	
⬤ Employed		1	6%	25%	13%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,604 days	0.3	100%	90%	89%	10%

■ < 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													0%
Discharges													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 83 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	32	0%	
Admits	33	25	32%	▲
Discharges	33	29	14%	▲
Service Hours	-	-		
Bed Days	2,441	2,303	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		12	36%	70%	75%	-34%	▼
●	No Re-admit within 30 Days of Discharge		20	61%	85%	90%	-24%	▼
●	Follow-up within 30 Days of Discharge		10	83%	90%	56%	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		82%	92%
Valid TEDS Data		87%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	20%

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	
●	Improved/Maintained Function Score		30	88%	95%	92%	-7%	
●	Abstinence/Reduced Drug Use		14	36%	70%	78%	-34%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	132 days	0.2	67%	90%	75%	-23%	▼

■ < 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													92%
Services													100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

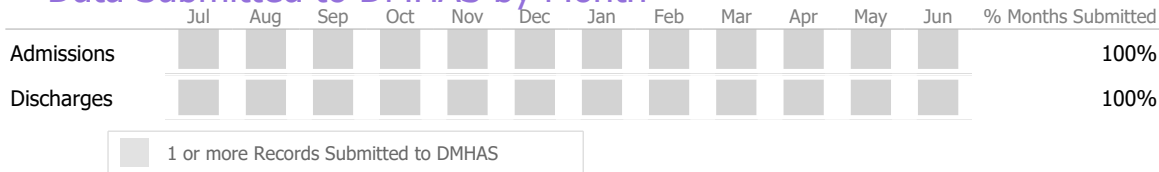Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	312	252	24%	▲
Admits	442	318	39%	▲
Discharges	442	320	38%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		399	93%	75%	71%	18%	▲
✓	Community Location Evaluation		430	100%	80%	76%	20%	▲
✓	Follow-up Service within 48 hours		370	99%	90%	87%	9%	

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	410	424	-3%
Admits	178	179	-1%
Discharges	210	197	7%
Service Hours	9,913	10,325	-4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	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		156	74%	65%	53%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		417	100%	60%	80%	40% ▲
✔ Improved/Maintained Function Score		353	98%	65%	58%	33% ▲
✔ Stable Living Situation		337	81%	80%	86%	1%
🔴 Employed		80	19%	20%	16%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		207	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	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	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 35 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	105	-2%
Admits	51	59	-14% ▼
Discharges	52	57	-9%
Service Hours	2,039	1,951	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		83%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	54%

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		29	56%	50%	45%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		103	99%	60%	66%	39% ▲
✓ Employed		40	38%	30%	27%	8%
✓ Improved/Maintained Function Score		79	98%	75%	49%	23% ▲
🔴 Stable Living Situation		91	88%	95%	75%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		48	94%	75%	68%	19% ▲

Data Submitted to DMHAS by Month

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

▫ 1 or more Records Submitted to DMHAS

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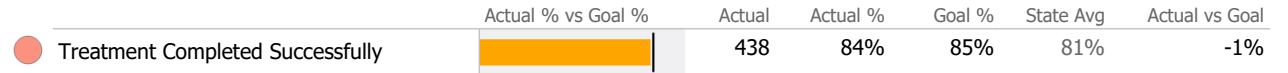
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

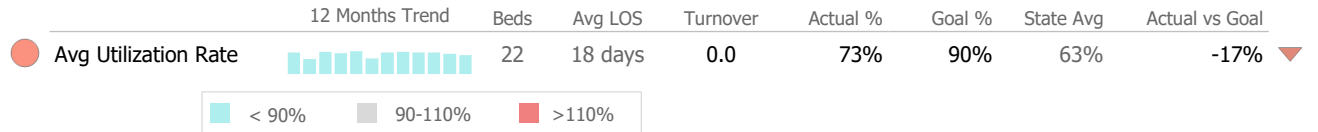Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	400	414	-3%	
Admits	527	528	0%	
Discharges	524	523	0%	
Bed Days	5,904	4,825	22%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	[bar]	438	84%	85%	81%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	[bars]	22	18 days	0.0	73%	90%	63%	-17% ▼

▢ < 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 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	25	180%	▲
Admits	60	26	131%	▲
Discharges	53	10	430%	▲
Service Hours	174	75	133%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	94%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		49	92%	50%	61%	42%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		76	100%	60%	72%	40%	▲
✓ Stable Living Situation		75	99%	80%	82%	19%	▲
● Employed		0	0%	20%	16%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	91%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
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 25 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	403	499	-19%	▼
Admits	188	358	-47%	▼
Discharges	374	300	25%	▲
Service Hours	811	1,519	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	88%	90%
✓	Valid TEDS Data	59%	66%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	50%	9%

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		322	86%	50%	53%	36%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Not Arrested		308	73%	75%	61%	-2%	
🔴	Stable Living Situation		336	80%	95%	62%	-15%	▼
🔴	Employed		100	24%	50%	32%	-26%	▼
🔴	Improved/Maintained Function Score		194	50%	75%	52%	-25%	▼
🔴	Self Help		103	25%	60%	18%	-35%	▼
🔴	Abstinence/Reduced Drug Use		41	10%	55%	34%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		40	87%	90%	45%	-3%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		102	55%	75%	47%	-20%	▼

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 104 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,347	1,415	-5%	
Admits	912	979	-7%	
Discharges	1,147	1,022	12%	▲
Service Hours	9,459	8,092	17%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		78%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	54%

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		818	71%	50%	45%	21%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,430	100%	60%	66%	40%	▲
✓ Employed		515	36%	30%	27%	6%	
● Stable Living Situation		1,281	89%	95%	75%	-6%	
● Improved/Maintained Function Score		841	71%	75%	49%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		282	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		637	73%	75%	68%	-2%

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 79 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	111	7%	
Admits	31	52	-40%	▼
Discharges	91	22	314%	▲
Service Hours	1,408	1,487	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	82%	90%
✓	Valid TEDS Data	87%	66%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	75%	9%

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		31	34%	50%	53%	-16%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Not Arrested		81	67%	75%	61%	-8%	
🔴	Stable Living Situation		103	85%	95%	62%	-10%	
🔴	Improved/Maintained Function Score		73	66%	75%	52%	-9%	
🔴	Abstinence/Reduced Drug Use		47	39%	55%	34%	-16%	▼
🔴	Employed		29	24%	50%	32%	-26%	▼
🔴	Self Help		39	32%	60%	18%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		29	97%	90%	45%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		30	97%	75%	47%	22%	▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

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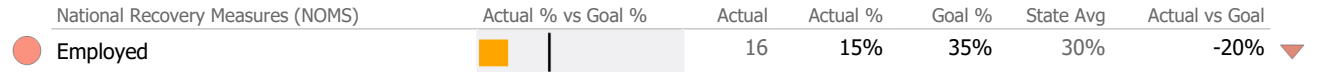
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

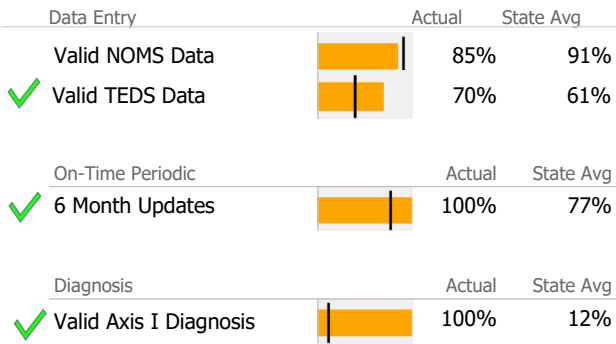Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	54	91%	▲
Admits	85	25	240%	▲
Discharges	66	34	94%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Employed		16	15%	35%	30%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	91%
✔ Valid TEDS Data		70%	61%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	12%

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 9 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,422	1,393	2%
Admits	1,869	1,929	-3%
Discharges	1,868	1,938	-4%
Bed Days	7,618	9,685	-21% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		1,266	68%	80%	76%	-12% ▼
🔴 No Re-admit within 30 Days of Discharge		1,428	76%	85%	78%	-9%
🔴 Follow-up within 30 Days of Discharge		628	50%	90%	52%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	88%
Valid TEDS Data	97%	98%

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

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		24	4 days	0.0	87%	90%	82%	-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 6 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
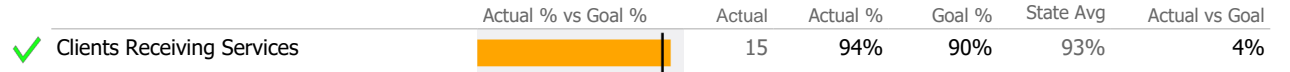
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
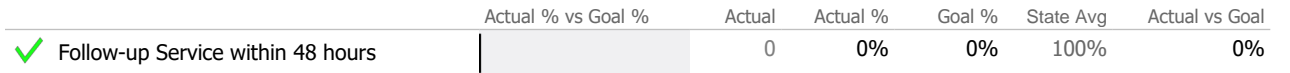Reporting Period: July 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	114	-28%	▼
Admits	69	106	-35%	▼
Discharges	69	103	-33%	▼
Service Hours	71	107	-34%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	94%	90%	93%	4%

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													100%
Discharges													100%
Services													100%

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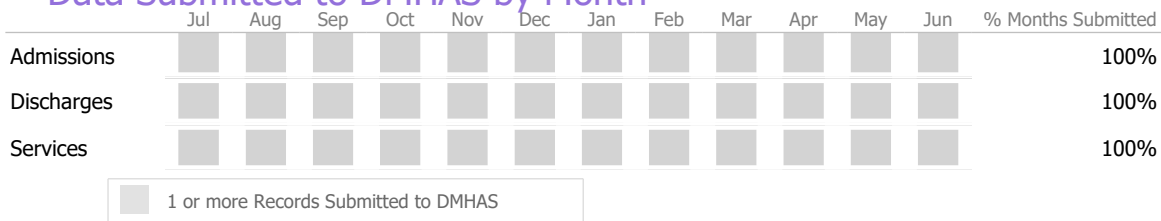
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	415	438	-5%
Admits	431	445	-3%
Discharges	434	446	-3%
Bed Days	8,919	11,385	-22% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		324	75%	80%	75%	-5%
✓ No Re-admit within 30 Days of Discharge		396	91%	85%	87%	6%
🔴 Follow-up within 30 Days of Discharge		233	72%	90%	60%	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
✓ Valid TEDS Data	94%	94%

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

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		298	65%	60%	73%	5%
🔴 Abstinence/Reduced Drug Use		258	56%	70%	45%	-14% ▼
🔴 Improved/Maintained Function Score		274	63%	75%	83%	-12% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	22 days	0.0	111%	90%	92%	21% ▲

	< 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 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	72	15%	▲
Admits	74	64	16%	▲
Discharges	74	64	16%	▲
Bed Days	3,659	3,665	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		49	66%	70%	75%	-4%
✓	No Re-admit within 30 Days of Discharge		70	95%	85%	90%	10%
🔴	Follow-up within 30 Days of Discharge		38	78%	90%	56%	-12% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	92%
	Valid TEDS Data	90%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	20%

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
🔴	Abstinence/Reduced Drug Use		50	60%	70%	78%	-10%
🔴	Improved/Maintained Function Score		52	70%	95%	92%	-25% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		10	53 days	0.1	100%	90%	75%	10%

🟦 < 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 19 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	102	-60%	▼
Admits	1	42	-98%	▼
Discharges	40	62	-35%	▼
Service Hours	13	147	-91%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		19	46%	35%	30%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		74%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪											8%
Discharges	▪			▪	▪								25%
Services		▪	▪	▪	▪	▪	▪		▪				67%

1 or more Records Submitted to DMHAS

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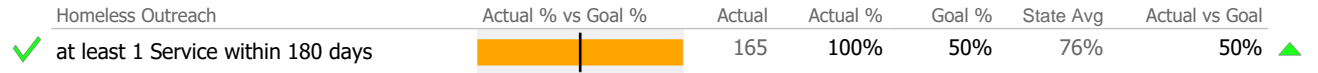
Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 9 Active Employment Services Programs

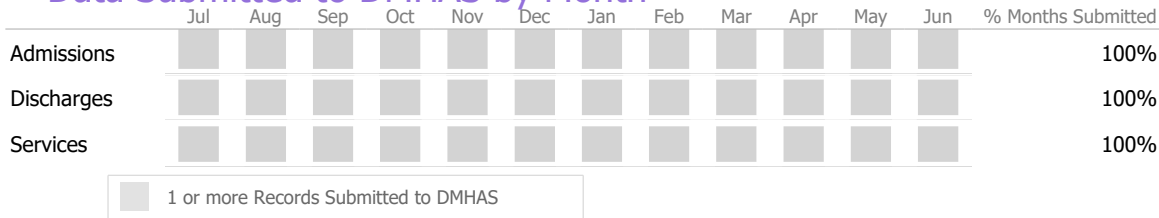Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	235	206	14%	▲
Admits	176	173	2%	
Discharges	168	152	11%	▲
Service Hours	554	428	29%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		165	100%	50%	76%	50%	▲

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 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	15	0%	
Admits	5	6	-17%	▼
Discharges	6	5	20%	▲
Service Hours	1,352	1,205	12%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	94%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	83%	65%	57%	18%	▲
🔴 No Re-admit within 30 Days of Discharge		5	83%	85%	89%	-2%	
🔴 Follow-up within 30 Days of Discharge		3	60%	90%	48%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		15	100%	60%	76%	40%	▲
✓ Employed		8	53%	15%	15%	38%	▲
✓ Stable Living Situation		14	93%	60%	88%	33%	▲

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
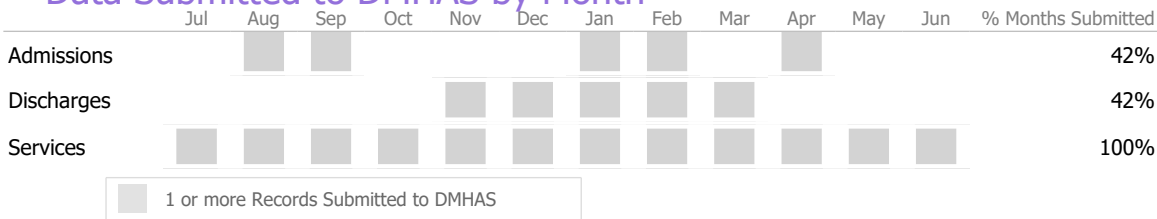
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪				▪	▪		▪			42%
Discharges					▪	▪	▪	▪	▪				42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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 2023 - June 2024 (Data as of Sep 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	3	0%	
Admits	2	1	100%	▲
Discharges	1	2	-50%	▼
Service Hours	830	633	31%	▲
Bed Days	731	543	35%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	68%	40%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		2	67%	25%	13%	42%	▲
✓	Social Support		3	100%	60%	87%	40%	▲
✓	Improved/Maintained Function Score		3	100%	95%	66%	5%	
✓	Stable Living Situation		3	100%	95%	95%	5%	

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	87%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	92%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		2	377 days	0.2	100%	90%	89%	10%	

☐ < 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	▢		▢										17%
Discharges			▢										8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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