

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,636	2,637	0%
	Admits	2,963	3,017	-2%
	Discharges	2,947	2,980	-1%
	Service Hours	16,707	19,191	-13% ▼
	Bed Days	19,032	18,223	4%

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

Consumer Satisfaction Survey

(Based on 332 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		81%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,043	27.5%
	Intake	860	22.6%
	Community Support	322	8.5%
	Crisis Services	200	5.3%
	Social Rehabilitation	110	2.9%
	Employment Services	105	2.8%
	Case Management	49	1.3%
	ACT	35	0.9%
	Consultation	30	0.8%
	ICS	25	0.7%
	Residential Services	20	0.5%
	Addiction	Residential Services	533
Case Management		130	3.4%
Outpatient		116	3.1%
Employment Services		100	2.6%
Forensic SA	Forensics Community-based	120	3.2%

Client Demographics

Age	#	%	State Avg
18-25	241	9%	8%
26-34	513	19%	18%
35-44	631	24%	25%
45-54	490	19%	19%
55-64	487	18%	19%
65+	271	10%	12%

Gender	#	%	State Avg
Male	1,495	57%	59%
Female	1,139	43%	40%
Transgender/Other	2	0%	0%

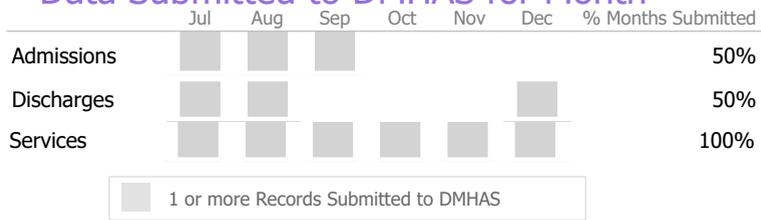
Race	#	%	State Avg
White/Caucasian	1,258	48%	59% ▼
Black/African American	677	26%	18%
Unknown	550	21%	8% ▲
Hawaiian/Other Pacific Islander	64	2%	0%
Multiple Races	46	2%	1%
Asian	26	1%	1%
Am. Indian/Native Alaskan	8	0%	1%
Other	7	0%	12% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	45	-33% ▼
Admits	4	13	-69% ▼
Discharges	7	16	-56% ▼
Service Hours	33	54	-38% ▼

Data Submitted to DMHAS for 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	35	37	-5%
Admits	10	9	11% ▲
Discharges	6	8	-25% ▼
Service Hours	1,746	1,591	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
Periodic Submitted		
6 Month Updates	100%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	65%	54%	35% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		4	67%	90%	59%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		35	100%	60%	71%	40% ▲
✓ Stable Living Situation		33	94%	60%	87%	34% ▲
✓ Employed		8	23%	15%	10%	8%
✓ Improved/Maintained Function Score		25	100%	85%	49%	15% ▲
Self Help		5	14%	N/A	68%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■			■	67%
Discharges	■		■	■		■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

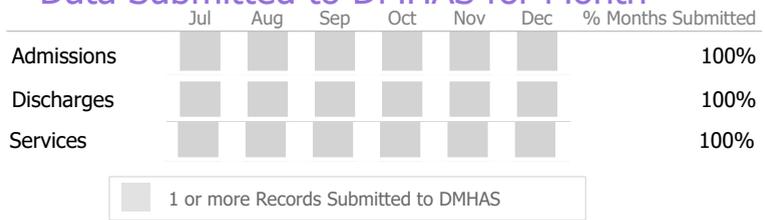
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	860	873	-1%
Admits	929	928	0%
Discharges	929	928	0%
Service Hours	782	822	-5%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	365	335	9%
Admits	47	25	88% ▲
Discharges	35	41	-15% ▼
Service Hours	2,921	2,918	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	99%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	77%	50%	49%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		363	99%	60%	57%	39% ▲
✓ Improved/Maintained Function Score		311	97%	75%	38%	22% ▲
● Stable Living Situation		324	89%	95%	72%	-6%
● Employed		63	17%	30%	31%	-13% ▼
Self Help		84	23%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		327	99%	90%	82%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		46	98%	75%	76%	23% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 76 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	86	22% ▲
Admits	54	32	69% ▲
Discharges	47	36	31% ▲
Service Hours	1,104	1,221	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		44	42%	35%	43%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	95%	90%	93%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

Periodic Submitted	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	42	17% ▲
Admits	34	30	13% ▲
Discharges	35	28	25% ▲
Service Hours	-	-	
Bed Days	2,659	2,460	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	85%
Valid Primary Drug Data	98%	98%
Periodic Submitted		
6 Month Updates	0%	0%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		24	69%	85%	76%	-16% ▼
✓ No Re-admit within 30 Days of Discharge		30	86%	85%	80%	1%
● Follow-up within 30 Days of Discharge		15	62%	90%	67%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		43	88%	70%	93%	18% ▲
✓ Improved/Maintained Function Score		28	78%	75%	66%	3%
● Employed		11	22%	60%	32%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	20%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	107 days	0.2	111%	90%	80%	21% ▲



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	132	-17% ▼
Admits	29	45	-36% ▼
Discharges	36	23	57% ▲
Service Hours	671	740	-9%
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	100%	90%	82%	10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	3,128	3,008	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	85%	40% ▲
✓ Improved/Maintained Function Score		17	100%	95%	60%	5%
● Stable Living Situation		16	89%	95%	95%	-6%
● Employed		2	11%	25%	14%	-14% ▼
Self Help		3	17%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,894 days	0.5	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■				17%
Discharges			■				17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	16	38% ▲
Admits	16	11	45% ▲
Discharges	15	7	114% ▲
Service Hours	-	-	
Bed Days	1,482	1,419	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	87%
Valid Primary Drug Data	94%	98%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	14%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	73%	70%	78%	3%
● No Re-admit within 30 Days of Discharge		10	67%	85%	91%	-18%
● Follow-up within 30 Days of Discharge		3	27%	90%	57%	-63%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		14	93%	95%	87%	-2%
● Abstinence/Reduced Drug Use		6	26%	70%	78%	-44%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	108 days	0.3	81%	90%	78%	-9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

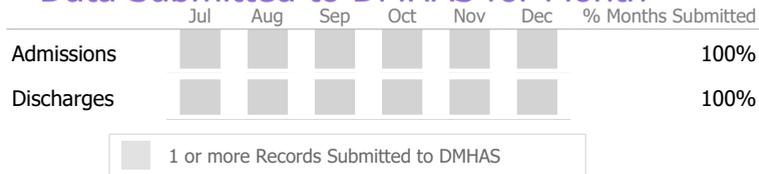
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	171	17% ▲
Admits	260	233	12% ▲
Discharges	260	233	12% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		240	93%	90%	72%	3%
✓ Community Location Evaluation		222	86%	80%	73%	6%
✓ Follow-up Service within 48 hours		234	100%	90%	90%	10%

Data Submitted to DMHAS for 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	322	328	-2%
Admits	98	123	-20% ▼
Discharges	100	94	6%
Service Hours	5,417	5,164	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	99%	90%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		80	80%	65%	58%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		328	100%	60%	82%	40% ▲
✓ Improved/Maintained Function Score		256	99%	65%	59%	34% ▲
✓ Employed		88	27%	20%	20%	7%
✓ Stable Living Situation		262	80%	80%	90%	0%
Self Help		58	18%	N/A	44%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		226	99%	90%	98%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	159	19% ▲
Admits	224	162	38% ▲
Discharges	217	173	25% ▲
Bed Days	2,745	2,326	18% ▲

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		174	82%	85%	78%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	20 days	0.1	68%	90%	64%	-22% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	64	-23% ▼
Admits	30	46	-35% ▼
Discharges	26	49	-47% ▼
Service Hours	102	140	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	75%	66%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	76%	50%	73%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		50	100%	60%	67%	40% ▲
● Stable Living Situation		38	76%	80%	71%	-4%
● Employed		0	0%	20%	11%	-20% ▼
Self Help		1	2%	N/A	30%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	76%	6%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	128	-9%
Admits	58	87	-33% ▼
Discharges	62	65	-5%
Service Hours	305	259	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	91%
Valid Primary Drug Data	72%	47%
Periodic Submitted		
6 Month Updates	100%	7%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	96%	50%	58%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		118	100%	N/A	32%	N/A
Not Arrested		68	58%	75%	42%	-17% ▼
Stable Living Situation		83	70%	95%	42%	-25% ▼
Employed		27	23%	50%	23%	-27% ▼
Abstinence/Reduced Drug Use		34	29%	55%	22%	-26% ▼
Improved/Maintained Function Score		48	58%	75%	28%	-17% ▼
Self Help		18	15%	60%	14%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	100%	90%	39%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		36	63%	75%	63%	-12% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	725	665	9%
Admits	293	394	-26% ▼
Discharges	276	376	-27% ▼
Service Hours	2,797	4,234	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	59%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		181	94%	50%	49%	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		730	99%	60%	57%	39% ▲
✓ Employed		340	46%	30%	31%	16% ▲
● Stable Living Situation		645	88%	95%	72%	-7%
● Improved/Maintained Function Score		374	68%	75%	38%	-7%
Self Help		69	9%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		350	75%	90%	82%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		210	73%	75%	76%	-2%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	43	▼
Admits	-	14	-100% ▼
Discharges	-	14	-100% ▼
Service Hours	-	447	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
Valid Primary Drug Data	N/A	47%

Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	7%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	22%	-55% ▼
● Employed		N/A	N/A	50%	23%	-50% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	28%	-75% ▼
● Not Arrested		N/A	N/A	75%	42%	-75% ▼
● Self Help		N/A	N/A	60%	14%	-60% ▼
● Social Support		N/A	N/A	N/A	32%	N/A
● Stable Living Situation		N/A	N/A	95%	42%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	39%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	382	436	-12% ▼
Admits	448	494	-9%
Discharges	443	497	-11% ▼
Bed Days	1,986	2,192	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	87%
Valid Primary Drug Data	95%	92%
Periodic Submitted		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	99%	85%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		350	81%	80%	80%	1%
● No Re-admit within 30 Days of Discharge		357	81%	85%	80%	-4%
● Follow-up within 30 Days of Discharge		212	61%	90%	58%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	5 days	0.0	90%	90%	78%	0%



Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



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

Residential Intermediate 2

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	43	19% ▲
Admits	40	44	-9%
Discharges	40	32	25% ▲
Bed Days	2,216	1,990	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
Valid Primary Drug Data	99%	98%
Periodic Submitted		
6 Month Updates	N/A	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		19	48%	70%	78%	-22% ▼
✓ No Re-admit within 30 Days of Discharge		38	95%	85%	91%	10%
● Follow-up within 30 Days of Discharge		12	63%	90%	57%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		31	60%	70%	78%	-10%
● Improved/Maintained Function Score		37	92%	95%	87%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	60 days	0.2	100%	90%	78%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

SA Jail Diversion Program

InterCommunity Inc.

Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

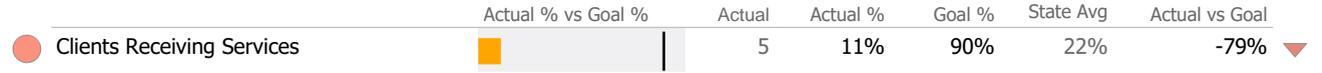
Program Quality Dashboard

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	62	94% ▲
Admits	81	48	69% ▲
Discharges	78	43	81% ▲
Service Hours	33	47	-29% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■					33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	137	5%
Admits	136	119	14% ▲
Discharges	136	133	2%
Bed Days	2,241	2,238	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	84%
Valid Primary Drug Data	96%	98%
<hr/>		
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	0%
<hr/>		
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		112	83%	80%	77%	3%
✓ No Re-admit within 30 Days of Discharge		120	88%	85%	86%	3%
● Follow-up within 30 Days of Discharge		74	66%	90%	62%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		148	100%	N/A	78%	N/A
✓ Improved/Maintained Function Score		107	79%	75%	83%	4%
● Abstinence/Reduced Drug Use		72	49%	70%	63%	-21% ▼
● Self Help		48	32%	60%	57%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	17 days	0.1	101%	90%	88%	11% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	57	-18% ▼
Admits	35	48	-27% ▼
Discharges	35	46	-24% ▼
Bed Days	2,245	2,221	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	87%
Valid Primary Drug Data	98%	98%
Periodic Submitted		
6 Month Updates	N/A	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	84%	70%	78%	14% ▲
✓ No Re-admit within 30 Days of Discharge		34	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		18	67%	90%	57%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		32	68%	70%	78%	-2%
● Improved/Maintained Function Score		26	74%	95%	87%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	69 days	0.2	102%	90%	78%	12% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

SOR - Employment

InterCommunity Inc.

Addiction - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	28	93% ▲
Admits	24	22	9%
Discharges	26	3	767% ▲
Service Hours	103	15	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		35	65%	35%	30%	30% ▲

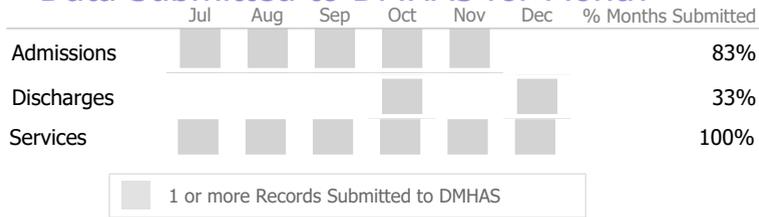
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		25	89%	90%	82%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
Periodic Submitted	Actual	State Avg
6 Month Updates		38%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	128	2%
Admits	81	46	76% ▲
Discharges	81	63	29% ▲
Service Hours	149	119	25% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		80	100%	50%	84%	50% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	12	108% ▲
Admits	14	2	600% ▲
Discharges	3	3	0%
Service Hours	542	444	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
Periodic Submitted		
6 Month Updates	100%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	53%	40% ▲

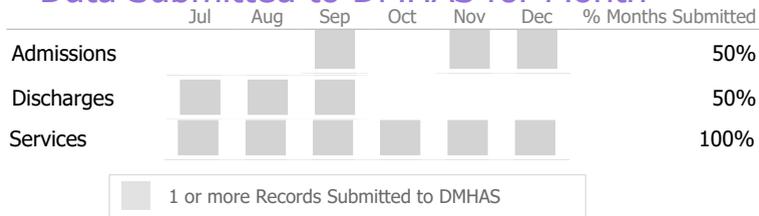
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	100%	60%	85%	40% ▲
✓ Stable Living Situation		24	96%	60%	92%	36% ▲
✓ Employed		14	56%	30%	36%	26% ▲
✓ Improved/Maintained Function Score		11	100%	75%	52%	25% ▲
Self Help		2	8%	N/A	72%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	100%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	330	369	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	86%
Periodic Submitted		
6 Month Updates	100%	92%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 16, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	100%	25%	14%	75% ▲
✓ Social Support		2	100%	60%	85%	40% ▲
✓ Improved/Maintained Function Score		2	100%	95%	60%	5%
✓ Stable Living Situation		2	100%	95%	95%	5%
Self Help		0	0%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	494 days	0.5	90%	90%	90%	0%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs