InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,816	3,555	35%	▲
	Admits	6,742	3,149	114%	▲
	Discharges	7,295	3,863	89%	▲
	Service Hours	27,873	18,350	52%	▲
	Bed Days	39,122	6,748	480%	

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

Consumer Satisfaction Survey   (Based on 281 FY19 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Intake	1,753	25.2%
	Outpatient	1,509	21.7%
	Community Support	547	7.9%
	Employment Services	140	2.0%
	Social Rehabilitation	82	1.2%
	Crisis Services	68	1.0%
	ACT	51	0.7%
	Case Management	44	0.6%
	Residential Services	18	0.3%
	Consultation	17	0.2%
Addiction			
	Residential Services	1,964	28.2%
	Outpatient	354	5.1%
	Employment Services	258	3.7%
Forensic SA			
	Case Management	144	2.1%
	Forensics Community-based	16	0.2%

Client Demographics

Age	#	%	State Avg
18-25	450	9%	11%
26-34	1,110	23%	23%
35-44	1,155	24%	22%
45-54	1,052	22%	20%
55-64	812	17%	18%
65+	223	5%	6%

Gender	#	%	State Avg
Male	2,942	61%	60%
Female	1,868	39%	40%
Transgender			0%

Ethnicity	#	%		State Avg
Non-Hispanic	2,780	58%	▼	70%
Hispanic-Other	1,159	24%	▲	8%
Unknown	875	18%		10%
Hisp-Puerto Rican	2	0%	▼	12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race	#	%		State Avg
White/Caucasian	2,272	47%	▼	62%
Unknown	1,301	27%	▲	5%
Black/African American	995	21%		17%
Hawaiian/Other Pacific Islander	168	3%		0%
Asian	30	1%		1%
Multiple Races	21	0%		1%
Other	17	0%	▼	13%
Am. Indian/Native Alaskan	12	0%		1%

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	59	-71%	▼
Admits	10	2	400%	▲
Discharges	-	59	-100%	▼
Service Hours	35	4		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪		▪			▪	56%
Discharges										0%
Services	▪			▪	▪	▪	▪	▪	▪	78%

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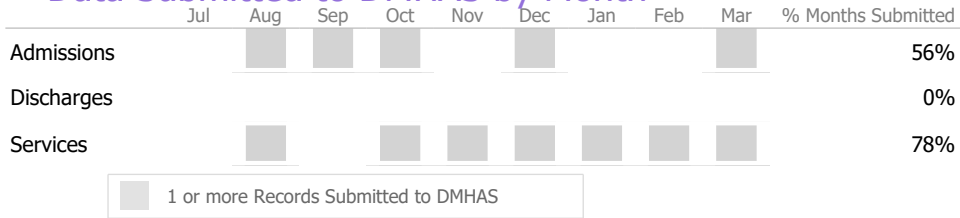
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Consultation Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	42	-10%	
Admits	8	27	-70%	▼
Discharges	8	31	-74%	▼
Service Hours	3,009	1,901	58%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	88%	65%	54%	23%	▲
✓	No Re-admit within 30 Days of Discharge		7	100%	85%	90%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	43%	90%	55%	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		40%	64%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Co-occurring		Actual	State Avg
MH Screen Complete		19%	29%
SA Screen Complete		21%	30%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		38	100%	60%	78%	40%	▲
✓	Improved/Maintained Axis V GAF Score		30	86%	85%	58%	1%	
🔴	Employed		2	5%	15%	14%	-10%	
🔴	Stable Living Situation		10	26%	60%	89%	-34%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		30	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										56%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal
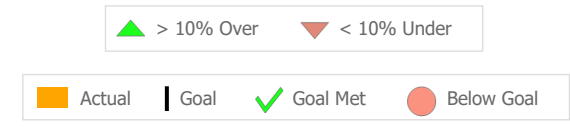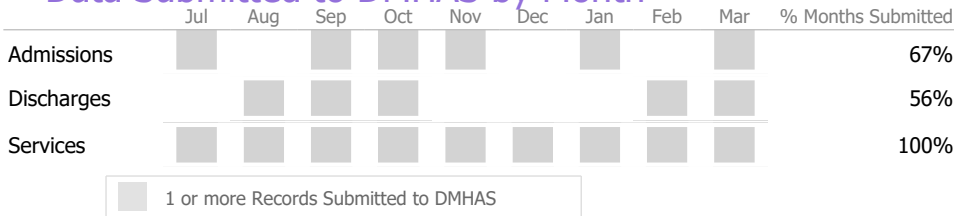
* State Avg based on 23 Active Assertive Community Treatment Programs

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

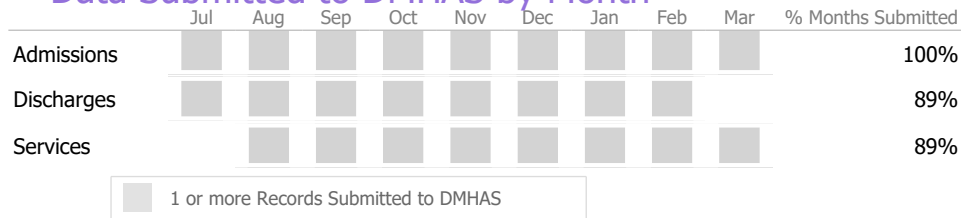Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144		
Admits	106	-	
Discharges	72	-	
Service Hours	777	-	

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,753	250	601%	▲
Admits	1,781	251	610%	▲
Discharges	1,792	202	787%	▲
Service Hours	1,831	262		

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
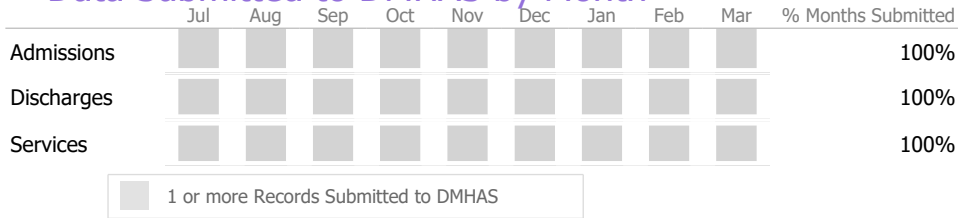
* State Avg based on 17 Active Central Intake Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	425	475	-11%	▼
Admits	111	416	-73%	▼
Discharges	69	299	-77%	▼
Service Hours	6,401	1,944		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		38%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	58%

Co-occurring		Actual	State Avg
MH Screen Complete		23%	59%
SA Screen Complete		23%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		47	68%	50%	40%	18%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		426	99%	60%	64%	39%	▲
✓	Improved/Maintained Axis V GAF Score		352	96%	75%	52%	21%	▲
🔴	Employed		36	8%	30%	25%	-22%	▼
🔴	Stable Living Situation		58	13%	95%	81%	-82%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		357	99%	90%	85%	9%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		68	62%	75%	76%	-13%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
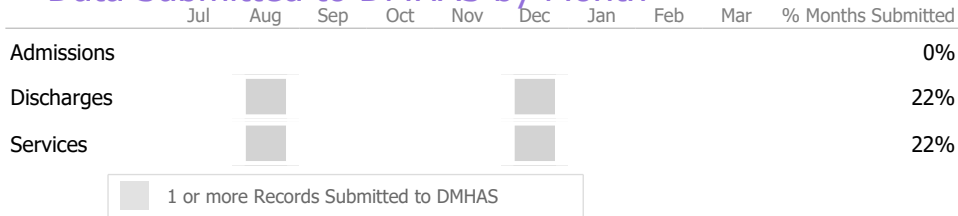
* State Avg based on 89 Active Standard Outpatient Programs

BHH CHILDREN Program
InterCommunity Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

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

Service Engagement
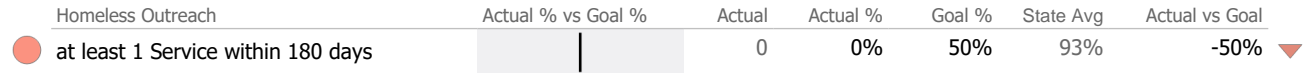
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	101	39%	▲
Admits	95	36	164%	▲
Discharges	68	72	-6%	
Service Hours	1,521	1,258	21%	▲

Recovery
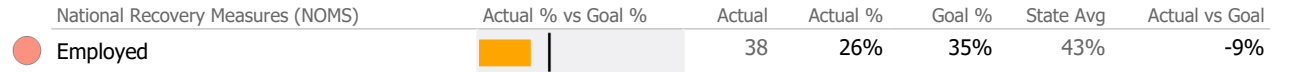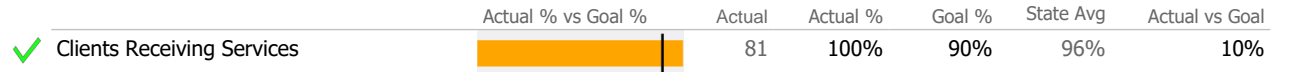
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Employed		38	26%	35%	43%	-9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		81	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		40%	83%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	96%

Data Submitted to DMHAS by Month

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

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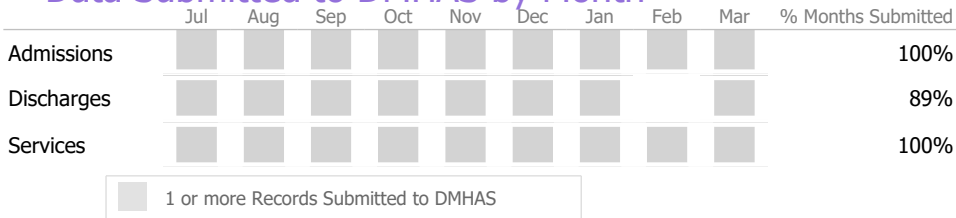
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 42 Active Employment Services Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	21	-14%	▼
Admits	3	6	-50%	▼
Discharges	2	21	-90%	▼
Service Hours	404	328	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		15	83%	85%	89%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		45%	90%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■						22%
Discharges							■		■	22%
Services	■	■	■	■	■	■	■	■	■	100%

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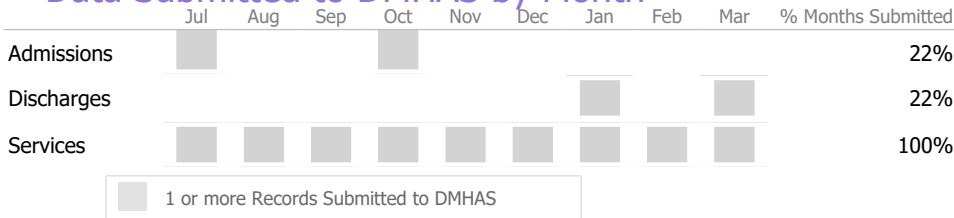
▲ > 10% Over	▼ < 10% Under

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

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

CCAR - Hartford
InterCommunity Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	16	900%	▲
Admits	81	16	406%	▲
Discharges	143	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		52	31%	35%	29%	-4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		73%	77%
✓ Valid TEDS Data		82%	63%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		71%	25%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		76%	69%
✓ SA Screen Complete		76%	69%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	15%
✓ Valid Axis V GAF Score		100%	15%

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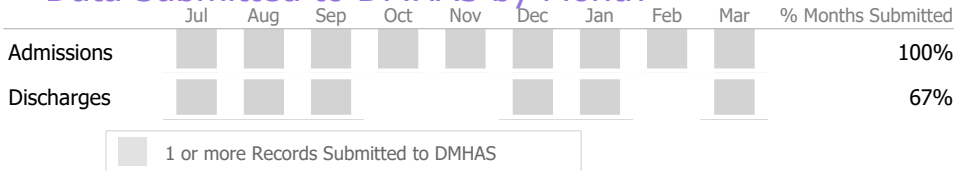
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢			▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 15 Active Employment Services Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46		
Admits	31	-	
Discharges	34	-	
Service Hours	22	-	
Bed Days	3,921	-	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		73%	75%
Valid TEDS Data		93%	94%

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

Co-occurring		Actual	State Avg
MH Screen Complete		69%	70%
SA Screen Complete		69%	70%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		21	62%	85%	68%	-23% ▼
✔	No Re-admit within 30 Days of Discharge		30	88%	85%	85%	3%
🔴	Follow-up within 30 Days of Discharge		6	29%	90%	71%	-61% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		34	74%	60%	48%	14% ▲
✔ Improved/Maintained Axis V GAF Score		34	100%	75%	91%	25% ▲
🔴 Abstinence/Reduced Drug Use		25	54%	70%	88%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	100%	90%	66%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		15	131 days	0.2	95%	90%	91%	5%
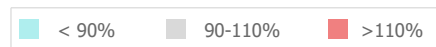
🔵 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 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

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	89	-8%	
Admits	32	23	39%	▲
Discharges	3	89	-97%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	100%	90%	73%	10%

Data Submitted to DMHAS by Month

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

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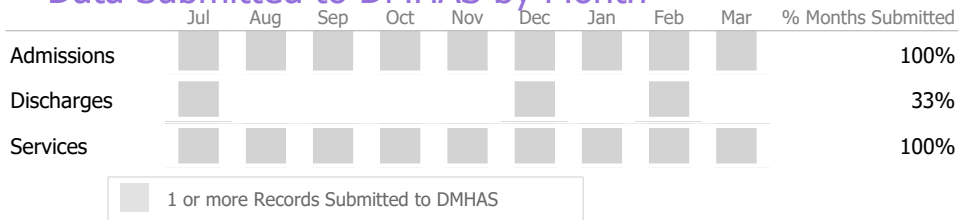
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	20	-10%	
Admits	2	3	-33%	▼
Discharges	2	19	-89%	▼
Bed Days	4,661	4,644	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		33%	51%

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

Co-occurring		Actual	State Avg
MH Screen Complete		52%	56%
SA Screen Complete		52%	56%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪	▪						22%
Discharges		▪		▪						22%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	50%	60%	71%	-10%	▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	100%	60%	85%	40%	▲
🔴 Improved/Maintained Axis V GAF Score		17	94%	95%	63%	-1%	
🔴 Employed		0	0%	25%	10%	-25%	▼
🔴 Stable Living Situation		1	5%	95%	92%	-90%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	342 days	0.3	100%	90%	96%	10%

	< 90%		90-110%		>110%
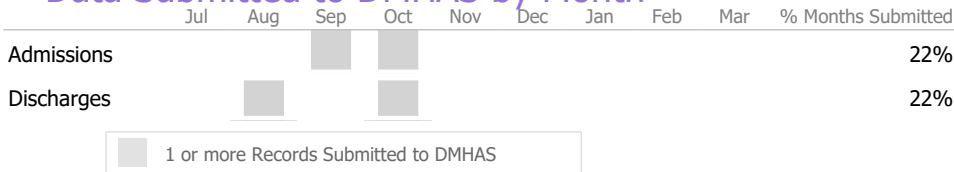
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26		
Admits	17	-	
Discharges	17	-	
Service Hours	1,542	-	
Bed Days	2,584	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		64%	83%
Valid TEDS Data		83%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	40%

Co-occurring		Actual	State Avg
MH Screen Complete		58%	85%
SA Screen Complete		58%	85%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		11	65%	70%	76%	-5%
✓	No Re-admit within 30 Days of Discharge		16	94%	85%	92%	9%
✓	Follow-up within 30 Days of Discharge		10	91%	90%	72%	1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Improved/Maintained Axis V GAF Score		19	100%	95%	89%	5%
●	Abstinence/Reduced Drug Use		6	22%	70%	71%	-48% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	185 days	0.2	94%	90%	99%	4%
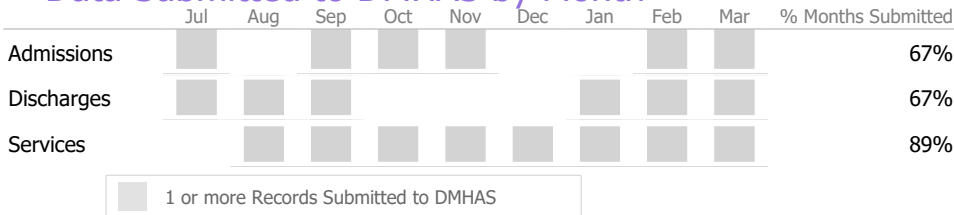
◻ < 90% ◻ 90-110% ◻ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	◻		◻		◻			◻	◻	67%
Discharges	◻	◻	◻				◻	◻	◻	67%
Services		◻	◻	◻	◻	◻	◻	◻	◻	89%

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal ✓ Goal Met ● Below Goal

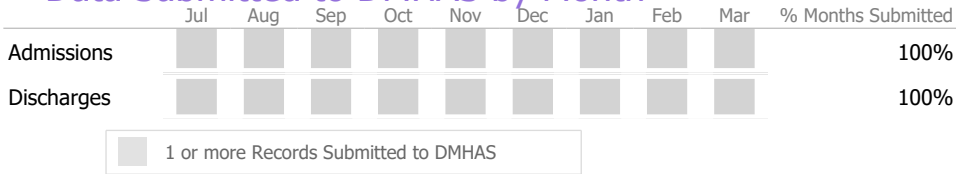* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	94	-28%	▼
Admits	72	111	-35%	▼
Discharges	73	111	-34%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		66	93%	75%	75%	18%	▲
✓	Community Location Evaluation		68	96%	80%	92%	16%	▲
●	Follow-up Service within 48 hours		25	86%	90%	91%	-4%	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	547	329	66%	▲
Admits	340	213	60%	▲
Discharges	345	248	39%	▲
Service Hours	7,443	7,205	3%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		44%	70%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	85%

Co-occurring		Actual	State Avg
MH Screen Complete		21%	30%
SA Screen Complete		21%	30%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		338	98%	65%	63%	33%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		591	100%	60%	82%	40%	▲
✔	Improved/Maintained Axis V GAF Score		453	88%	65%	66%	23%	▲
●	Employed		70	12%	20%	13%	-8%	
●	Stable Living Situation		208	35%	80%	86%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		253	100%	90%	99%	10%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
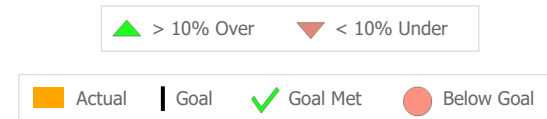
* State Avg based on 36 Active CSP Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	465		
Admits	602	-	
Discharges	610	-	
Bed Days	8,312	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		490	80%	85%	80%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		36	19 days	0.1	84%	90%	81%	-6%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
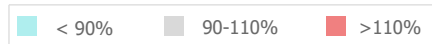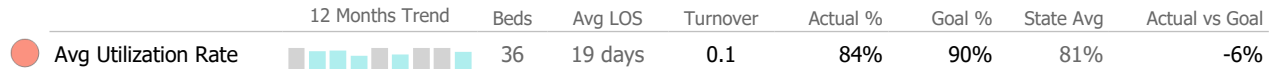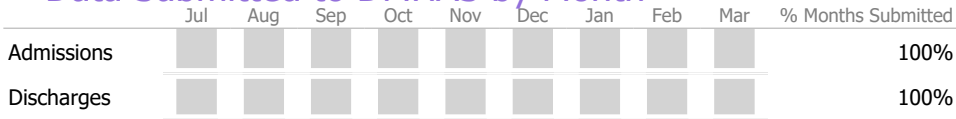
* State Avg based on 13 Active Recovery House Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	15	60%	▲
Admits	16	15	7%	
Discharges	10	9	11%	▲
Service Hours	219	6		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		10	100%	50%	57%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		23	96%	80%	76%	16%	▲
🔴 Social Support		12	50%	60%	71%	-10%	
🔴 Employed		1	4%	20%	12%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		5	36%	90%	83%	-54%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										56%
Services										33%

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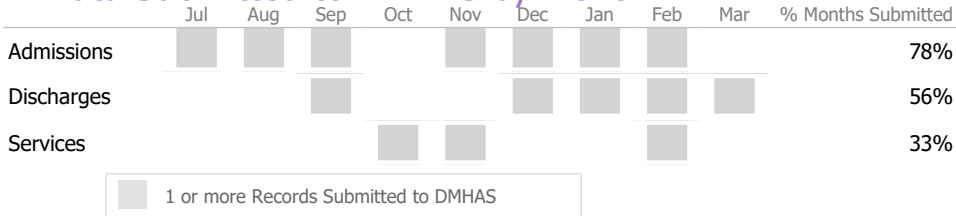
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	354	199	78%	▲
Admits	186	199	-7%	
Discharges	303	15	1920%	▲
Service Hours	484	418	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		68%	91%
Valid TEDS Data		60%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		22%	20%

Co-occurring		Actual	State Avg
MH Screen Complete		86%	88%
SA Screen Complete		86%	98%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	99%
✓ Valid Axis V GAF Score		99%	98%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		226	75%	50%	52%	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Axis V GAF Score		232	70%	75%	58%	-5%	
● Employed		42	11%	50%	43%	-39%	▼
● Stable Living Situation		197	53%	95%	82%	-42%	▼
● Abstinence/Reduced Drug Use		33	9%	55%	51%	-46%	▼
● Self Help		33	9%	60%	26%	-51%	▼
● Not Arrested		83	22%	75%	82%	-53%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		58	87%	90%	66%	-3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		77	43%	75%	70%	-32%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,229	2,646	-54%	▼
Admits	477	1,437	-67%	▼
Discharges	1,048	2,374	-56%	▼
Service Hours	2,378	3,521	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		59%	85%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		19%	58%

Co-occurring		Actual	State Avg
MH Screen Complete		43%	59%
SA Screen Complete		42%	59%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		762	73%	50%	40%	23%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		1,260	99%	60%	64%	39%	▲
✓	Improved/Maintained Axis V GAF Score		1,043	95%	75%	52%	20%	▲
●	Employed		354	28%	30%	25%	-2%	
●	Stable Living Situation		566	44%	95%	81%	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		190	82%	90%	85%	-8%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		264	56%	75%	76%	-19%	▼

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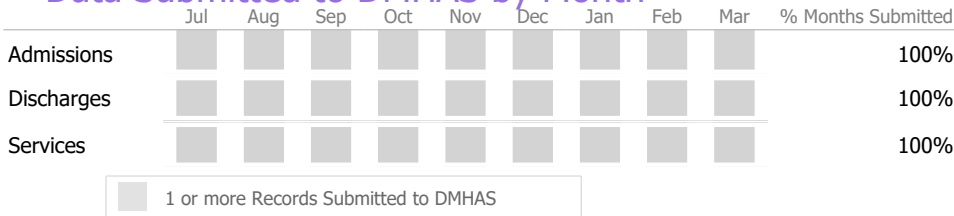
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,754	299	487%	▲
Admits	2,263	316	616%	▲
Discharges	2,278	279	716%	▲
Bed Days	8,898	1,271	600%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1,574	69%	80%	71%	-11%	▼
🔴	No Re-admit within 30 Days of Discharge		1,773	78%	85%	79%	-7%	
🔴	Follow-up within 30 Days of Discharge		821	52%	90%	54%	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	84%
Valid TEDS Data		96%	98%

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

Co-occurring		Actual	State Avg
✔ MH Screen Complete		98%	98%
✔ SA Screen Complete		97%	98%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		35	4 days	0.0	92%	90%	91%	2%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 8 Active Medically Monitored Detox 3.7D 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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	3	-	
Service Hours	24	-	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		13	100%	90%	58%	10%

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	% Months Submitted
Admissions										56%
Discharges										22%
Services										56%

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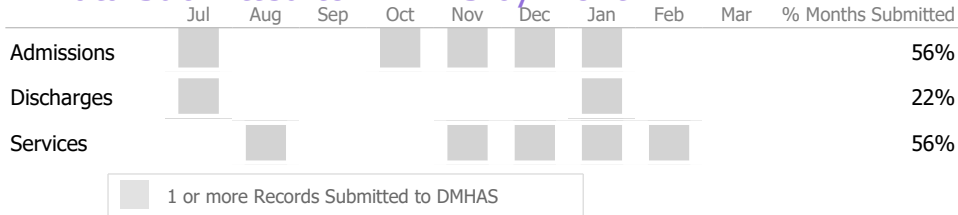
▲ > 10% Over	▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	376	48	683%	▲
Admits	364	50	628%	▲
Discharges	366	18	1933%	▲
Bed Days	7,941	633	1155%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	85%
Valid TEDS Data		97%	98%

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	99%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		266	73%	80%	79%	-7%
✓	No Re-admit within 30 Days of Discharge		340	93%	85%	92%	8%
🔴	Follow-up within 30 Days of Discharge		219	82%	90%	67%	-8%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		354	97%	75%	94%	22%	▲
🔴	Self Help		69	18%	60%	58%	-42%	▼
🔴	Abstinence/Reduced Drug Use		17	4%	70%	57%	-66%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		28	23 days	0.1	103%	90%	98%	13%	▲

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

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

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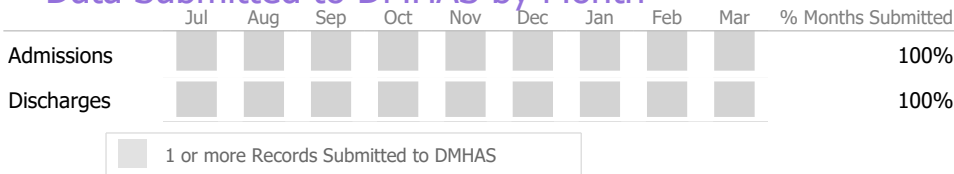
▲ > 10% Over   ▼ < 10% Under

■ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

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

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	11	345%	▲
Admits	39	12	225%	▲
Discharges	38	2	1800%	▲
Bed Days	2,805	200	1303%	▲

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	81%	83%
✓	Valid TEDS Data	97%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	40%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	85%
✓	SA Screen Complete	100%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		26	68%	70%	76%	-2%	
✓	No Re-admit within 30 Days of Discharge		37	97%	85%	92%	12%	▲
●	Follow-up within 30 Days of Discharge		20	77%	90%	72%	-13%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		37	97%	95%	89%	2%	
●	Abstinence/Reduced Drug Use		1	2%	70%	71%	-68%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		10	80 days	0.1	102%	90%	99%	12%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	3	3967%	▲
Admits	85	3	2733%	▲
Discharges	5	-		
Service Hours	382	5		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		38	31%	35%	29%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		94	80%	90%	65%	-10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		52%	77%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		30%	25%

Data Submitted to DMHAS by Month
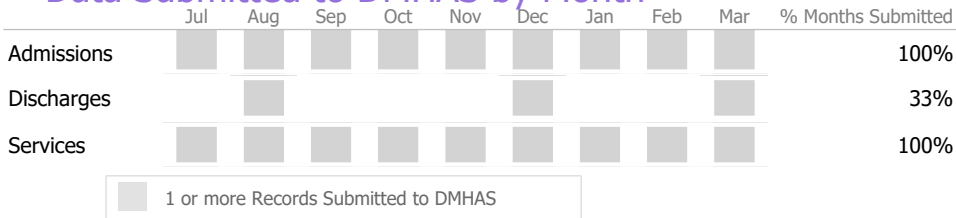
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										33%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 Active Employment Services Programs

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 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	18	-28%	▼
Admits	5	13	-62%	▼
Discharges	4	15	-73%	▼
Service Hours	850	860	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		50%	64%

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		3	75%	65%	54%	10%	▲
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	90%	15%	▲
●	Follow-up within 30 Days of Discharge		1	33%	90%	55%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		14	100%	60%	78%	40%	▲
✓ Employed		3	21%	15%	14%	6%	
● Stable Living Situation		6	43%	60%	89%	-17%	▼

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪			▪		▪		44%
Discharges	▪	▪					▪	▪		44%
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