

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,329	3,522	-5%
	Admits	3,798	4,229	-10%
	Discharges	3,882	4,170	-7%
	Service Hours	19,623	19,861	-1%
	Bed Days	22,546	21,147	7%

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

### Consumer Satisfaction Survey

(Based on 268 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		88%	80%	91%
✓ Access		83%	80%	88%
● Outcome		76%	80%	83%
● Recovery		73%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,389	28.8%
	Intake	961	20.0%
	Community Support	331	6.9%
	Crisis Services	114	2.4%
	Social Rehabilitation	100	2.1%
	Employment Services	98	2.0%
	ACT	48	1.0%
	Residential Services	21	0.4%
	Consultation	16	0.3%
	Case Management	3	0.1%
<b>Addiction</b>	Residential Services	990	20.6%
	Outpatient	417	8.7%
	Case Management	133	2.8%
	Employment Services	127	2.6%
<b>Forensic SA</b>	Forensics Community-based	69	1.4%

### Client Demographics

Age	#	%	State Avg
18-25	334	10%	9%
26-34	717	22%	20%
35-44	856	26%	24%
45-54	642	19%	18%
55-64	578	17%	20%
65+	191	6%	9%

Gender	#	%	State Avg
Male	1,909	57%	58%
Female	1,417	43%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,871	56%	▼ 69%
Hispanic-Other	925	28%	▲ 8%
Unknown	533	16%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%

Race	#	%	State Avg
White/Caucasian	1,473	44%	▼ 62%
Unknown	882	26%	▲ 6%
Black/African American	779	23%	17%
Hawaiian/Other Pacific Islander	101	3%	0%
Multiple Races	55	2%	1%
Asian	23	1%	1%
Am. Indian/Native Alaskan	15	0%	1%
Other	1	0%	▼ 13%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	1	-100% ▼

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	44	-20% ▼
Admits	7	11	-36% ▼
Discharges	8	14	-43% ▼
Service Hours	1,182	1,546	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic		
6 Month Updates	95%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	65%	65%	23% ▲
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	94%	3%
● Follow-up within 30 Days of Discharge		3	43%	90%	44%	-47% ▼

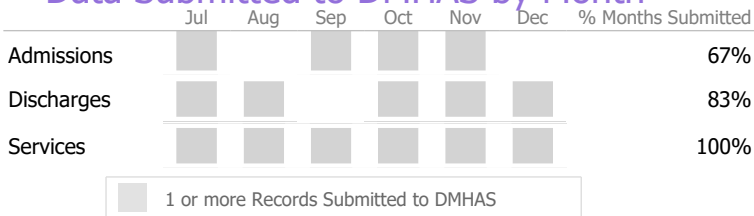
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		34	97%	60%	78%	37% ▲
✓ Stable Living Situation		28	80%	60%	89%	20% ▲
● Employed		2	6%	15%	17%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	99%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

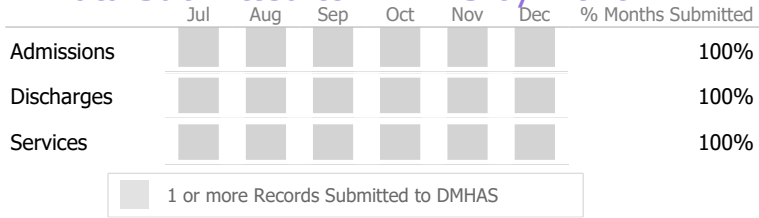
\* State Avg based on 24 Active Assertive Community Treatment Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	961	1,036	-7%
Admits	1,020	1,084	-6%
Discharges	1,021	1,087	-6%
Service Hours	961	1,019	-6%

### Data Submitted to DMHAS by Month



\* State Avg based on 15 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	383	391	-2%
Admits	45	51	-12% ▼
Discharges	68	47	45% ▲
Service Hours	2,821	3,482	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	51%
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		46	68%	50%	43%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		387	100%	60%	59%	40% ▲
● Stable Living Situation		355	91%	95%	72%	-4%
● Employed		69	18%	30%	24%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		313	98%	90%	80%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		44	98%	75%	79%	23% ▲

### Data Submitted to DMHAS by 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 73 Active Standard Outpatient Programs

Variations 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 2022 - December 2022 (Data as of Mar 20, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	90	9%
Admits	33	30	10%
Discharges	32	35	-9%
Service Hours	1,258	613	105% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	35%	35%	48%	0%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	93%	90%	92%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

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

### Data Submitted to DMHAS by 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 44 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	31	-3%
Admits	21	18	17% ▲
Discharges	20	16	25% ▲
Service Hours	-	14	-100% ▼
Bed Days	3,320	2,132	56% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
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		10	50%	85%	60%	-35% ▼
No Re-admit within 30 Days of Discharge		15	75%	85%	81%	-10%
Follow-up within 30 Days of Discharge		3	30%	90%	67%	-60% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		24	75%	60%	48%	15% ▲
Abstinence/Reduced Drug Use		1	3%	70%	76%	-67% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	64%	10%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	116 days	0.7	112%	90%	96%	22% ▲		

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

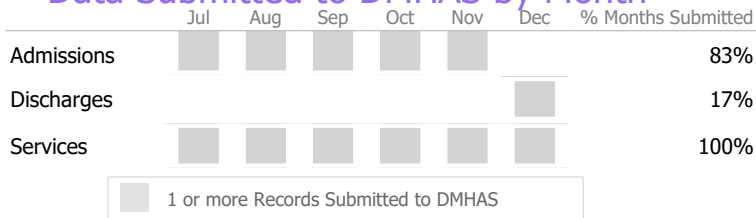
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	84	19% ▲
Admits	9	7	29% ▲
Discharges	23	3	667% ▲
Service Hours	445	378	18% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	90%	90%	73%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	3,128	3,128	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	78%
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		0	0%	60%	69%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	100%	60%	85%	40% ▲
Stable Living Situation		17	89%	95%	95%	-6%
Employed		1	5%	25%	13%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	1,094 days	0.5	100%	90%	94%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by 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 82 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	20	15% ▲
Admits	16	11	45% ▲
Discharges	18	12	50% ▲
Service Hours	-	1,157	-100% ▼
Bed Days	1,202	1,463	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
Valid TEDS Data	89%	93%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%
<hr/>		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	61%	70%	64%	-9%
● No Re-admit within 30 Days of Discharge		14	78%	85%	91%	-7%
✓ Follow-up within 30 Days of Discharge		10	91%	90%	65%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		10	38%	70%	65%	-32% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	122 days	0.3	65%	90%	104%	-25% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 24 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

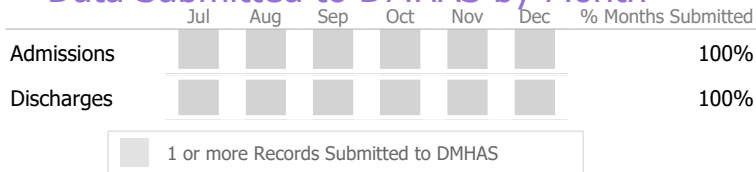
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	190	-40% ▼
Admits	131	250	-48% ▼
Discharges	130	249	-48% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		113	93%	75%	65%	18% ▲
✓ Community Location Evaluation		121	100%	80%	72%	20% ▲
✓ Follow-up Service within 48 hours		108	98%	90%	65%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	331	303	9%
Admits	76	67	13% ▲
Discharges	104	59	76% ▲
Service Hours	5,379	4,620	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	83%
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		68	65%	65%	55%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		334	100%	60%	78%	40% ▲
✓ Stable Living Situation		288	86%	80%	86%	6%
● Employed		61	18%	20%	14%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		224	97%	90%	96%	7%

### Data Submitted to DMHAS by 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 36 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	54	39% ▲
Admits	26	28	-7%
Discharges	30	13	131% ▲
Service Hours	1,023	784	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	90%
On-Time Periodic		
6 Month Updates	96%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	50%	50%	43%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		76	100%	60%	59%	40% ▲
✓ Employed		38	50%	30%	24%	20% ▲
○ Stable Living Situation		66	87%	95%	72%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	98%	90%	80%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		26	100%	75%	79%	25% ▲

### Data Submitted to DMHAS by 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

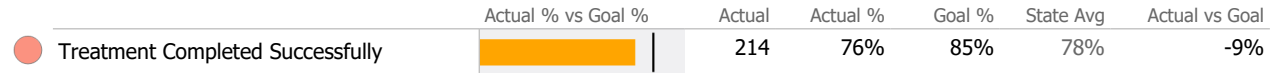
\* State Avg based on 73 Active Standard Outpatient Programs

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

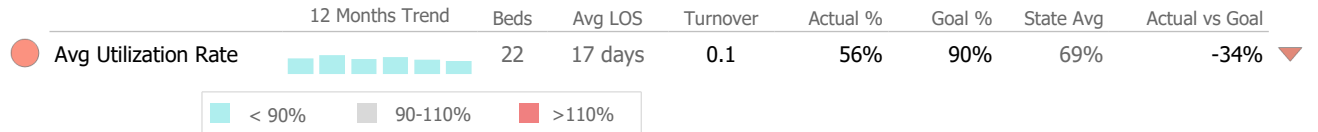
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	238	203	17% ▲
Admits	283	238	19% ▲
Discharges	281	236	19% ▲
Bed Days	2,283	2,081	10%

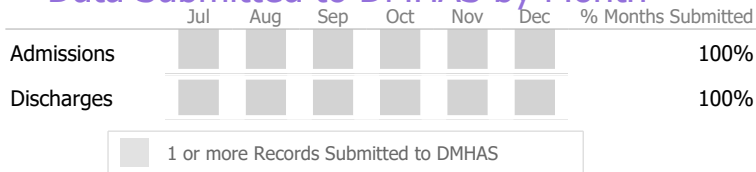
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Service Hours	4	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	64%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	74%	40% ▲
✓ Stable Living Situation		3	100%	80%	77%	20% ▲
● Employed		0	0%	20%	20%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	85%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	333	259	29% ▲
Admits	175	144	22% ▲
Discharges	148	140	6%
Service Hours	825	591	40% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	90%
Valid TEDS Data	65%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	15%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		109	74%	50%	43%	24% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		231	67%	75%	65%	-8%
● Stable Living Situation		264	77%	95%	65%	-18% ▼
● Employed		81	23%	50%	30%	-27% ▼
● Self Help		77	22%	60%	15%	-38% ▼
● Abstinence/Reduced Drug Use		13	4%	55%	33%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		154	78%	90%	52%	-12% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		79	46%	75%	64%	-29% ▼

### Data Submitted to DMHAS by 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 111 Active Standard Outpatient Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,015	899	13% ▲
Admits	497	490	1%
Discharges	564	473	19% ▲
Service Hours	3,923	3,464	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	51%
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		461	82%	50%	43%	32% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,057	100%	60%	59%	40% ▲
✓ Employed		419	40%	30%	24%	10% ▲
● Stable Living Situation		927	87%	95%	72%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		480	97%	90%	80%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		340	70%	75%	79%	-5%

### Data Submitted to DMHAS by 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 73 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	51	80% ▲
Admits	34	36	-6%
Discharges	13	10	30% ▲
Service Hours	595	652	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	90%
Valid TEDS Data	87%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	15%
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		7	54%	50%	43%	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		85	92%	95%	65%	-3%
● Not Arrested		56	61%	75%	65%	-14% ▼
● Self Help		26	28%	60%	15%	-32% ▼
● Employed		15	16%	50%	30%	-34% ▼
● Abstinence/Reduced Drug Use		14	15%	55%	33%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		58	73%	90%	52%	-17% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		23	68%	75%	64%	-7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 111 Active Standard Outpatient Programs

Variations 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

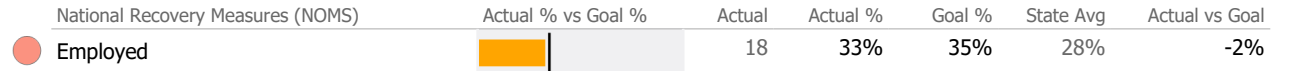
Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

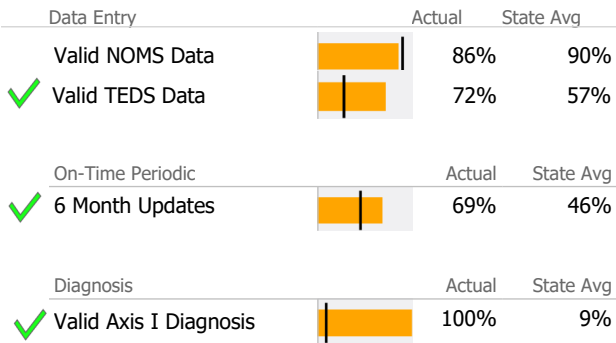
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	61	-13% ▼
Admits	24	12	100% ▲
Discharges	17	23	-26% ▼

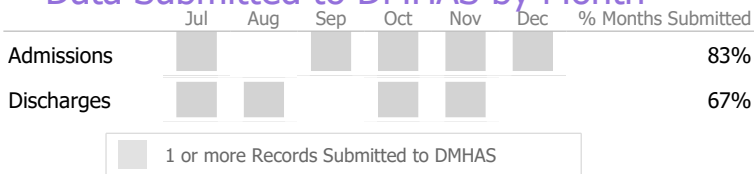
## Recovery



## Data Submission Quality



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	779	1,070	-27% ▼
Admits	978	1,312	-25% ▼
Discharges	986	1,329	-26% ▼
Bed Days	5,823	5,156	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
Valid TEDS Data	97%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		653	66%	80%	71%	-14% ▼
No Re-admit within 30 Days of Discharge		756	77%	85%	77%	-8%
Follow-up within 30 Days of Discharge		305	47%	90%	49%	-43% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		59	4 days	0.1	85%	90%	75%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by 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 8 Active Medically Monitored Detox 3.7D Programs

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

# SA Jail Diversion Program

InterCommunity Inc.

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

Connecticut Dept of Mental Health and Addiction Services

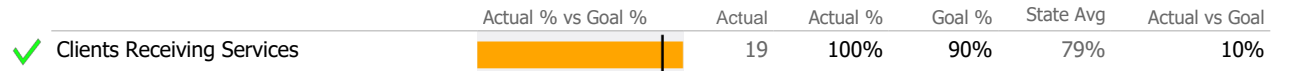
Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	49	41% ▲
Admits	60	45	33% ▲
Discharges	54	34	59% ▲
Service Hours	61	48	29% ▲

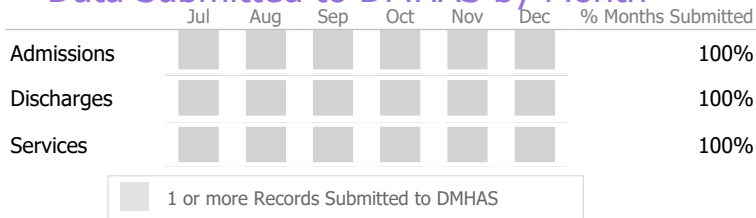
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	264	-8%
Admits	226	247	-9%
Discharges	228	248	-8%
Bed Days	4,681	4,972	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Valid TEDS Data	93%	94%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Treatment Completed Successfully		143	63%	80%	68%	-17% ▼
<span style="color:green">✓</span> No Re-admit within 30 Days of Discharge		208	91%	85%	90%	6%
<span style="color:red">●</span> Follow-up within 30 Days of Discharge		103	72%	90%	61%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Self Help		94	37%	60%	65%	-23% ▼
<span style="color:red">●</span> Abstinence/Reduced Drug Use		86	34%	70%	31%	-36% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:green">✓</span> Avg Utilization Rate		28	22 days	0.1	91%	90%	79%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by 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 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	30	31	-3%
Discharges	30	33	-9%
Bed Days	1,862	1,909	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
Valid TEDS Data	90%	93%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	3%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	70%	70%	64%	0%
✓ No Re-admit within 30 Days of Discharge		29	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		14	67%	90%	65%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		7	18%	70%	65%	-52% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	70 days	0.2	101%	90%	104%	11% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by 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

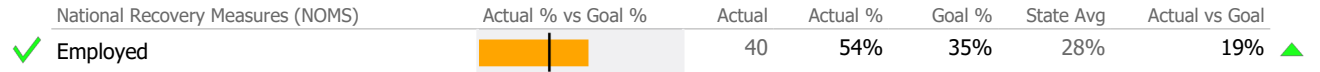
\* State Avg based on 24 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

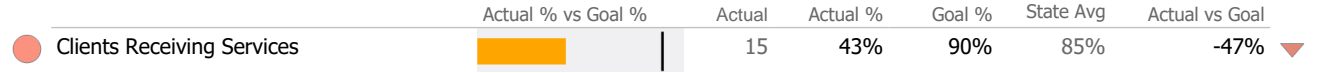
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	84	-12% ▼
Admits	15	39	-62% ▼
Discharges	39	46	-15% ▼
Service Hours	72	298	-76% ▼

### Recovery



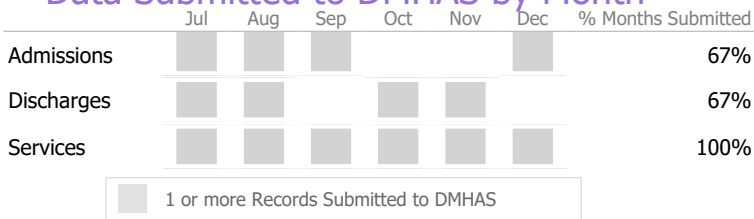
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Employment Services Programs

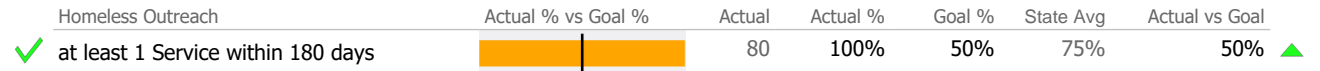
Variations in data may be indicative of operational adjustments related to the pandemic.



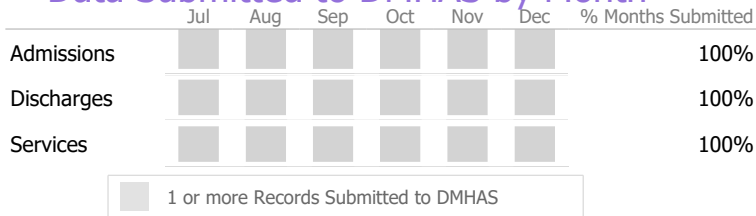
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	125	6%
Admits	83	69	20% ▲
Discharges	63	55	15% ▲
Service Hours	219	385	-43% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	4	6	-33% ▼
Discharges	2	5	-60% ▼
Service Hours	541	455	19% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	65%	65%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	44%	-90% ▼

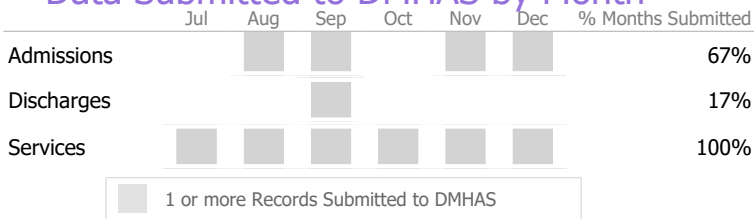
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	78%	40% ▲
✓ Stable Living Situation		12	92%	60%	89%	32% ▲
✓ Employed		5	38%	15%	17%	23% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 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 2022 - December 2022 (Data as of Mar 20, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	314	355	-11% ▼
Bed Days	247	306	-19% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	78%
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		1	100%	60%	69%	40% ▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

## Recovery

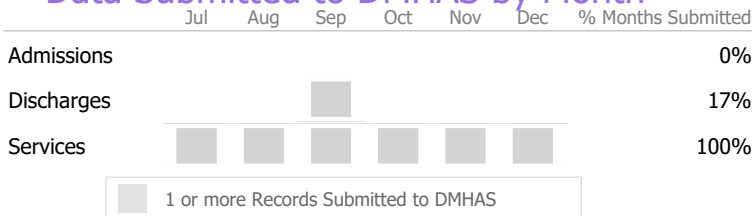
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	85%	40% ▲
✓ Employed		1	50%	25%	13%	25% ▲
✓ Stable Living Situation		2	100%	95%	95%	5%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	478 days	5.3	8%	90%	94%	-82% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs

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