

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,082	4,298	-5%
	Admits	5,746	6,083	-6%
	Discharges	5,871	5,988	-2%
	Service Hours	29,494	29,692	-1%
	Bed Days	34,706	31,197	11% ▲

▲ > 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	#	%
Mental Health	Outpatient	1,623	26.1%
	Intake	1,455	23.4%
	Community Support	377	6.1%
	Crisis Services	182	2.9%
	Employment Services	112	1.8%
	Social Rehabilitation	104	1.7%
	ACT	56	0.9%
	Residential Services	22	0.4%
	Consultation	16	0.3%
	Case Management	5	0.1%
Addiction	Residential Services	1,367	22.0%
	Outpatient	497	8.0%
	Case Management	169	2.7%
	Employment Services	138	2.2%
Forensic SA	Forensics Community-based	94	1.5%

Client Demographics

Age	#	%	State Avg
18-25	432	11%	10%
26-34	887	22%	20%
35-44	1,055	26%	24%
45-54	768	19%	18%
55-64	693	17%	19%
65+	234	6%	9%

Gender	#	%	State Avg
Male	2,372	58%	59%
Female	1,707	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,254	55%	68%
Hispanic-Other	1,109	27%	9%
Unknown	718	18%	12%
Hisp-Puerto Rican	1	0%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	1,788	44%	61%
Unknown	1,124	28%	7%
Black/African American	930	23%	17%
Hawaiian/Other Pacific Islander	127	3%	0%
Multiple Races	66	2%	1%
Asian	27	1%	1%
Am. Indian/Native Alaskan	18	0%	1%
Other	2	0%	13%

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

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

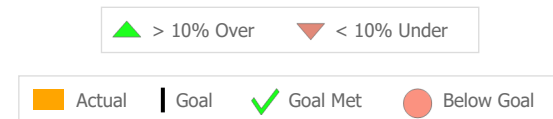
Program Activity

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

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS



* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	48	-15% ▼
Admits	13	15	-13% ▼
Discharges	14	18	-22% ▼
Service Hours	2,085	1,984	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	79%	65%	59%	14% ▲
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		4	36%	90%	48%	-54% ▼

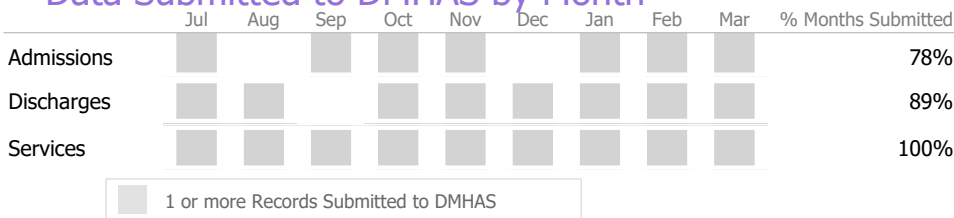
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	100%	60%	78%	40% ▲
✓ Stable Living Situation		36	88%	60%	89%	28% ▲
● Employed		4	10%	15%	18%	-5%
● Improved/Maintained Function Score		32	78%	85%	21%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

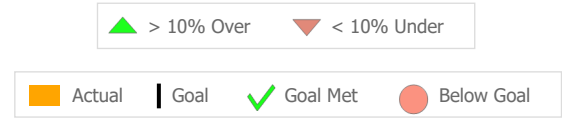
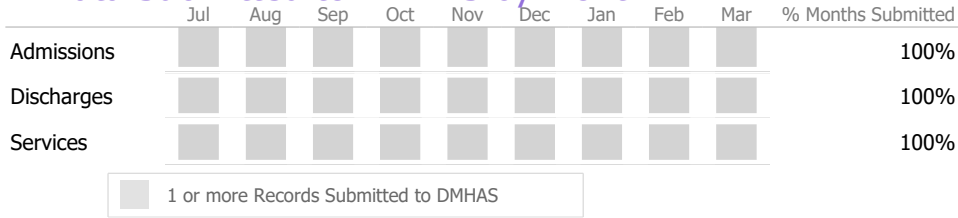
* State Avg based on 24 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,455	1,471	-1%
Admits	1,584	1,573	1%
Discharges	1,585	1,576	1%
Service Hours	1,487	1,474	1%

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	416	421	-1%
Admits	79	83	-5%
Discharges	85	87	-2%
Service Hours	4,207	5,278	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	49%
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		57	67%	50%	44%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		420	100%	60%	60%	40% ▲
✓ Improved/Maintained Function Score		344	82%	75%	25%	7%
● Stable Living Situation		391	93%	95%	73%	-2%
● Employed		76	18%	30%	25%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		331	99%	90%	82%	9%

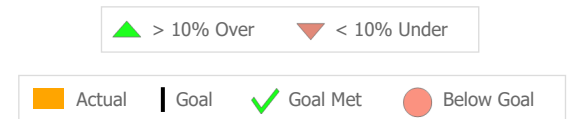
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		78	99%	75%	78%	24% ▲

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



* State Avg based on 71 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 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	117	-4%
Admits	49	57	-14% ▼
Discharges	46	56	-18% ▼
Service Hours	1,723	894	93% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		39	34%	35%	44%	-1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		64	93%	90%	95%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		84% vs 93%

On-Time Periodic	Actual	State Avg
6 Month Updates		87% vs 79%

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 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	37	39	-5%
Admits	28	26	8%
Discharges	26	28	-7%
Service Hours	-	26	-100% ▼
Bed Days	4,456	3,232	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Valid TEDS Data	94%	94%
On-Time Periodic 6 Month Updates	N/A	0%
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	58%	85%	65%	-27% ▼
No Re-admit within 30 Days of Discharge		21	81%	85%	84%	-4%
Follow-up within 30 Days of Discharge		6	40%	90%	69%	-50% ▼

Recovery

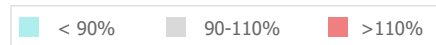
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		28	72%	60%	48%	12% ▲
Improved/Maintained Function Score		16	41%	75%	49%	-34% ▼
Abstinence/Reduced Drug Use		1	3%	70%	75%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	68%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	138 days	0.5	108%	90%	96%	18% ▲



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



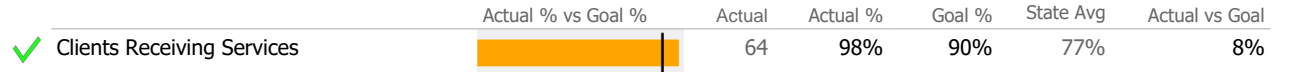
* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

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

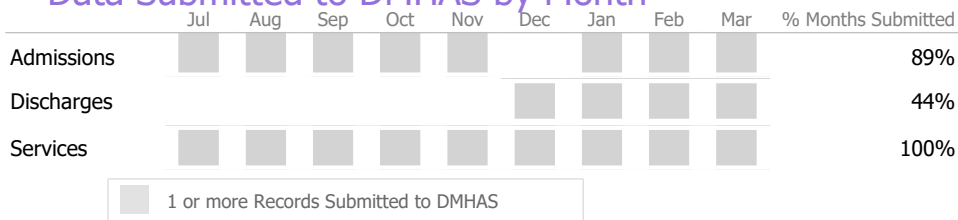
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	89	17% ▲
Admits	19	12	58% ▲
Discharges	45	3	1400% ▲
Service Hours	664	507	31% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	4,658	4,658	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
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%	67%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	100%	60%	84%	40% ▲
Improved/Maintained Function Score		19	100%	95%	31%	5%
Stable Living Situation		19	100%	95%	96%	5%
Employed		1	5%	25%	14%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	1,182 days	0.3	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■								11%
Discharges		■								11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	18	18	0%
Discharges	23	19	21% ▲
Service Hours	-	1,623	-100% ▼
Bed Days	1,734	2,205	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	91%
Valid TEDS Data	91%	94%
On-Time Periodic		
6 Month Updates	N/A	1%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	61%	70%	65%	-9%
No Re-admit within 30 Days of Discharge		14	61%	85%	90%	-24% ▼
Follow-up within 30 Days of Discharge		13	93%	90%	67%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		13	46%	70%	68%	-24% ▼
Improved/Maintained Function Score		16	57%	95%	55%	-38% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	132 days	0.3	63%	90%	113%	-27% ▼		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

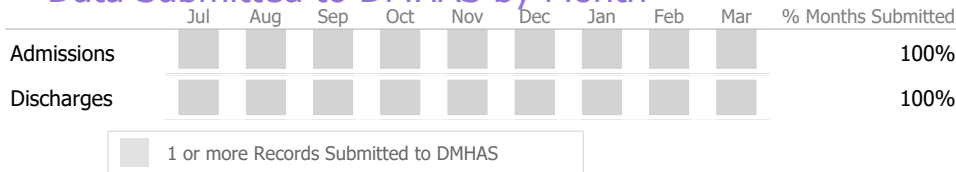
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	253	-28% ▼
Admits	217	347	-37% ▼
Discharges	219	344	-36% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		171	90%	75%	68%	15% ▲
✓ Community Location Evaluation		189	100%	80%	76%	20% ▲
✓ Follow-up Service within 48 hours		182	98%	90%	71%	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	377	328	15% ▲
Admits	129	93	39% ▲
Discharges	167	112	49% ▲
Service Hours	7,780	7,192	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	86%
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		117	70%	65%	55%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		386	100%	60%	79%	40% ▲
✓ Improved/Maintained Function Score		297	77%	65%	30%	12% ▲
✓ Stable Living Situation		335	87%	80%	88%	7%
● Employed		71	18%	20%	15%	-2%

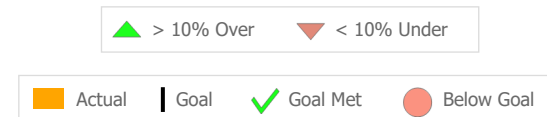
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		214	97%	90%	98%	7%

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



* 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	86	66	30% ▲
Admits	39	40	-3%
Discharges	47	28	68% ▲
Service Hours	1,517	1,197	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	49%
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		25	53%	50%	44%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		89	100%	60%	60%	40% ▲
✓ Employed		45	51%	30%	25%	21% ▲
● Improved/Maintained Function Score		66	74%	75%	25%	-1%
● Stable Living Situation		79	89%	95%	73%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	98%	90%	82%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		39	100%	75%	78%	25% ▲

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 71 Active Standard Outpatient Programs

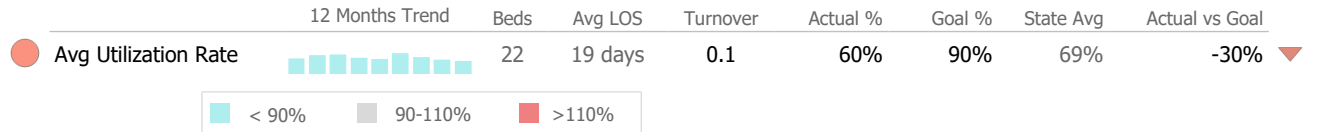
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	325	263	24% ▲
Admits	402	311	29% ▲
Discharges	401	317	26% ▲
Bed Days	3,628	3,298	10%

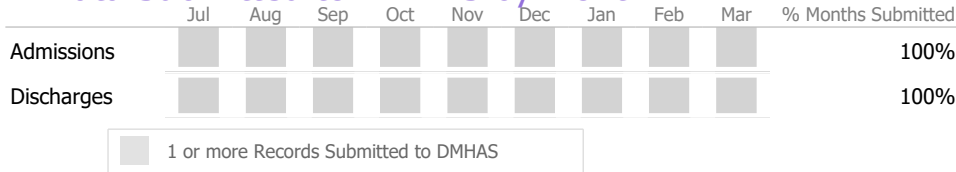
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
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	65%

Discharge Outcomes

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

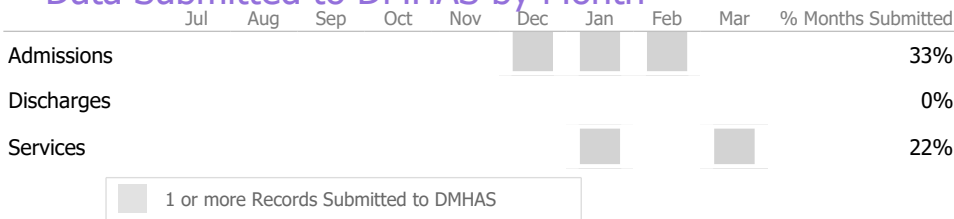
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	74%	20% ▲
✓ Stable Living Situation		4	80%	80%	78%	0%
● Employed		0	0%	20%	22%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	80%	90%	86%	-10%

Data Submitted to DMHAS by Month



▲ > 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	405	361	12% ▲
Admits	256	252	2%
Discharges	224	207	8%
Service Hours	1,141	946	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	83%
Valid TEDS Data	65%	72%
On-Time Periodic		
6 Month Updates	50%	14%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		163	73%	50%	41%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		285	67%	75%	62%	-8%
● Stable Living Situation		335	78%	95%	65%	-17% ▼
● Employed		99	23%	50%	32%	-27% ▼
● Self Help		94	22%	60%	16%	-38% ▼
● Improved/Maintained Function Score		109	26%	75%	30%	-49% ▼
● Abstinence/Reduced Drug Use		15	4%	55%	33%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		157	77%	90%	61%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		116	47%	75%	56%	-28% ▼

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 105 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	1,229	1,106	11% ▲
Admits	750	720	4%
Discharges	848	663	28% ▲
Service Hours	5,895	5,274	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	49%
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		679	80%	50%	44%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,308	100%	60%	60%	40% ▲
✓ Employed		503	38%	30%	25%	8%
● Stable Living Situation		1,158	88%	95%	73%	-7%
● Improved/Maintained Function Score		457	35%	75%	25%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		459	98%	90%	82%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		494	68%	75%	78%	-7%

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 71 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	63	59% ▲
Admits	42	52	-19% ▼
Discharges	18	16	13% ▲
Service Hours	1,034	904	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	83%
Valid TEDS Data	86%	72%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	14%
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		9	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		91	91%	95%	65%	-4%
● Not Arrested		63	63%	75%	62%	-12% ▼
● Self Help		32	32%	60%	16%	-28% ▼
● Employed		16	16%	50%	32%	-34% ▼
● Abstinence/Reduced Drug Use		17	17%	55%	33%	-38% ▼
● Improved/Maintained Function Score		35	35%	75%	30%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		63	77%	90%	61%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		31	74%	75%	56%	-1%

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 105 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 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	66	-18% ▼
Admits	25	18	39% ▲
Discharges	30	38	-21% ▼

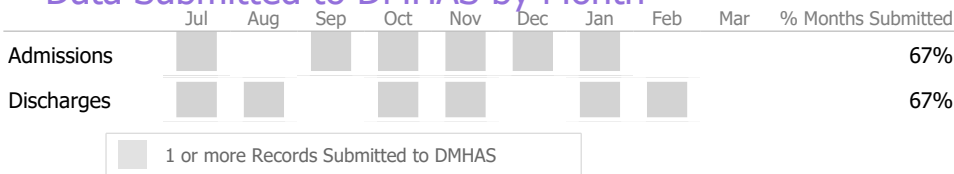
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	41%	35%	31%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%
✓ Valid TEDS Data		59%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		43%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		7%

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	1,108	1,432	-23% ▼
Admits	1,458	1,850	-21% ▼
Discharges	1,464	1,849	-21% ▼
Bed Days	7,792	7,300	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	87%
Valid TEDS Data	97%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		962	66%	80%	72%	-14% ▼
No Re-admit within 30 Days of Discharge		1,110	76%	85%	77%	-9%
Follow-up within 30 Days of Discharge		454	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	0.0	87%	90%	74%	-3%

Legend: ■ < 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%

Legend: ■ 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

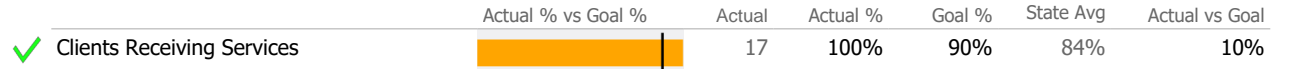
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

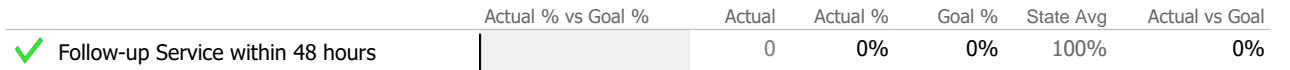
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	69	36% ▲
Admits	86	65	32% ▲
Discharges	82	56	46% ▲
Service Hours	87	68	29% ▲

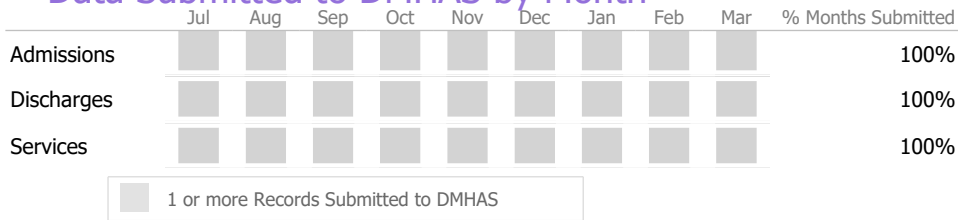
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	350	373	-6%
Admits	341	358	-5%
Discharges	343	357	-4%
Bed Days	9,214	7,232	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	91%
Valid TEDS Data	93%	94%
On-Time Periodic		
6 Month Updates	N/A	8%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		213	62%	80%	70%	-18% ▼
✓ No Re-admit within 30 Days of Discharge		314	92%	85%	90%	7%
● Follow-up within 30 Days of Discharge		147	69%	90%	60%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		215	58%	75%	74%	-17% ▼
● Self Help		159	43%	60%	69%	-17% ▼
● Abstinence/Reduced Drug Use		120	33%	70%	37%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	22 days	0.1	127%	90%	99%	37% ▲

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

Data Submitted to DMHAS by Month

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

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	56	-2%
Admits	46	45	2%
Discharges	45	47	-4%
Bed Days	2,813	2,786	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid TEDS Data	92%	94%
On-Time Periodic		
6 Month Updates	N/A	1%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	64%	70%	65%	-6%
No Re-admit within 30 Days of Discharge		44	98%	85%	90%	13% ▲
Follow-up within 30 Days of Discharge		19	66%	90%	67%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		27	48%	95%	55%	-47% ▼
Abstinence/Reduced Drug Use		10	18%	70%	68%	-52% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	68 days	0.1	103%	90%	113%	13% ▲

Legend: ■ < 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%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

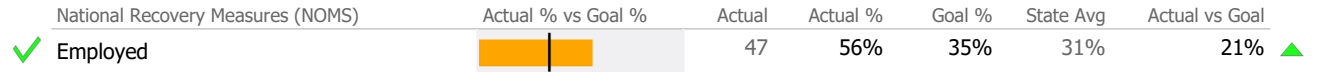
* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

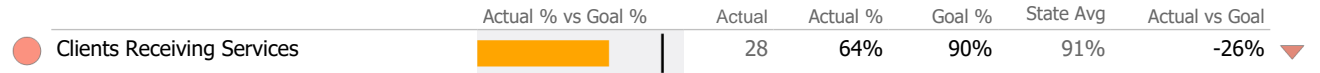
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	91	-8%
Admits	25	48	-48% ▼
Discharges	40	59	-32% ▼
Service Hours	139	383	-64% ▼

Recovery



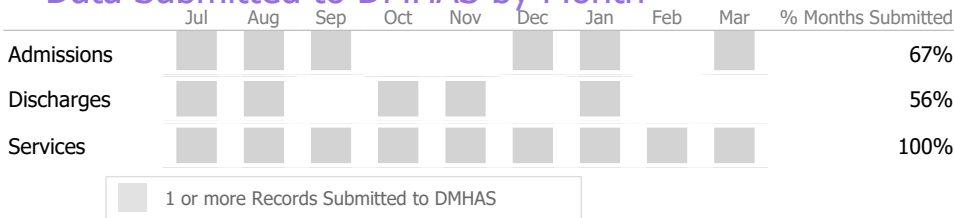
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

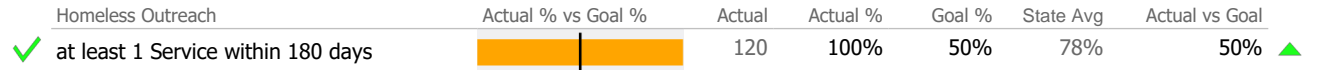
* State Avg based on 10 Active Employment Services Programs

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

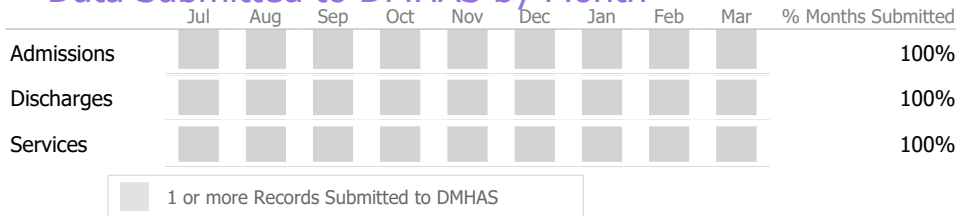
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	142	19% ▲
Admits	126	90	40% ▲
Discharges	111	95	17% ▲
Service Hours	322	651	-51% ▼

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	15	17	-12% ▼
Admits	6	7	-14% ▼
Discharges	5	10	-50% ▼
Service Hours	902	697	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	60%	65%	59%	-5%
● No Re-admit within 30 Days of Discharge		4	80%	85%	93%	-5%
● Follow-up within 30 Days of Discharge		2	67%	90%	48%	-23% ▼

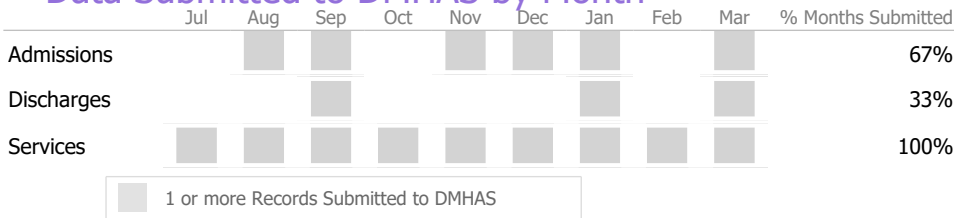
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	78%	40% ▲
✓ Stable Living Situation		13	87%	60%	89%	27% ▲
✓ Employed		5	33%	15%	18%	18% ▲

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



▲ > 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 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	507	593	-14% ▼
Bed Days	411	486	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
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%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

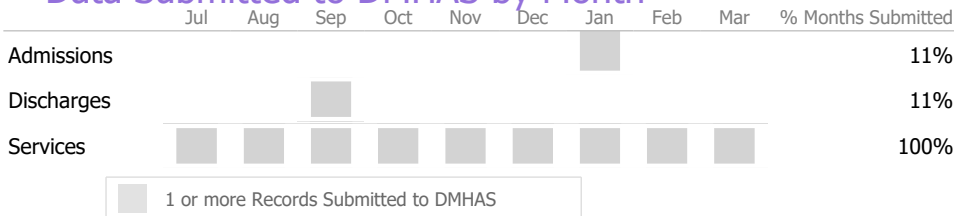
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	67%	25%	14%	42% ▲
✓ Social Support		3	100%	60%	84%	40% ▲
✓ Stable Living Situation		3	100%	95%	96%	5%
○ Improved/Maintained Function Score		2	67%	95%	31%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		16	461 days	3.2	9%	90%	94%	-81% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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