

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,844	5,134	-6%
	Admits	7,758	8,233	-6%
	Discharges	7,763	7,987	-3%
	Service Hours	40,113	40,081	0%
	Bed Days	44,209	41,960	5%

▲ > 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	Intake	1,991	26.1%
	Outpatient	1,829	24.0%
	Community Support	425	5.6%
	Crisis Services	252	3.3%
	Employment Services	125	1.6%
	Social Rehabilitation	111	1.5%
	ACT	56	0.7%
	Case Management	25	0.3%
	Residential Services	23	0.3%
	Consultation	22	0.3%
Addiction	Residential Services	1,710	22.4%
	Outpatient	597	7.8%
	Case Management	206	2.7%
	Employment Services	138	1.8%
Forensic SA	Forensics Community-based	114	1.5%

Client Demographics

Age	#	%	State Avg
18-25	519	11%	10%
26-34	1,061	22%	21%
35-44	1,234	26%	24%
45-54	914	19%	18%
55-64	806	17%	18%
65+	285	6%	9%

Gender	#	%	State Avg
Male	2,834	59%	59%
Female	2,007	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,631	54%	67%
Hispanic-Other	1,266	26%	9%
Unknown	935	19%	13%
Hisp-Puerto Rican	12	0%	10%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

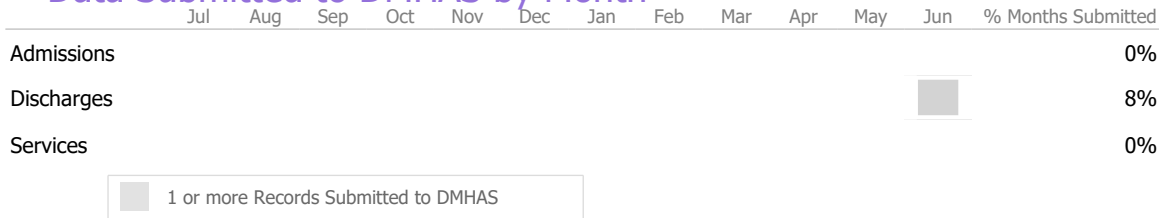
Race	#	%	State Avg
White/Caucasian	2,107	43%	60%
Unknown	1,358	28%	7%
Black/African American	1,084	22%	18%
Hawaiian/Other Pacific Islander	144	3%	0%
Multiple Races	76	2%	1%
Asian	36	1%	1%
Am. Indian/Native Alaskan	24	0%	1%
Other	15	0%	12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	-	
Discharges	5	1	400% ▲
Service Hours	2	1	▲

Data Submitted to DMHAS by Month



* State Avg based on 10 Active Consultation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	49	-16% ▼
Admits	13	16	-19% ▼
Discharges	15	21	-29% ▼
Service Hours	2,953	2,499	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	90%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	80%	65%	59%	15% ▲
✓ No Re-admit within 30 Days of Discharge		14	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		5	42%	90%	50%	-48% ▼

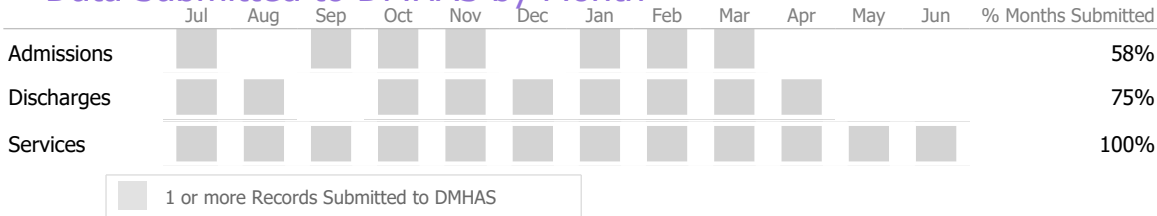
Recovery

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		37	90%	60%	88%	30% ▲
✓ Improved/Maintained Function Score		35	97%	85%	25%	12%
● Employed		4	10%	15%	18%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

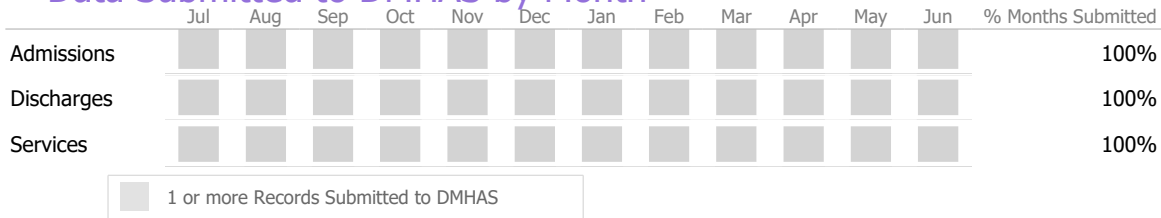
* State Avg based on 24 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,991	1,941	3%
Admits	2,219	2,095	6%
Discharges	2,220	2,097	6%
Service Hours	2,086	1,972	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	439	440	0%
Admits	102	105	-3%
Discharges	113	105	8%
Service Hours	5,777	7,029	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	57%
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		79	70%	50%	40%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		443	100%	60%	66%	40% ▲
✓ Improved/Maintained Function Score		384	97%	75%	33%	22% ▲
● Stable Living Situation		408	92%	95%	78%	-3%
● Employed		83	19%	30%	28%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		327	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		101	99%	75%	74%	24% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	143	-13% ▼
Admits	62	87	-29% ▼
Discharges	59	82	-28% ▼
Service Hours	2,254	1,270	77% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		43	34%	35%	43%	-1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	94%	90%	95%	4%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates		81% vs 77%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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	48	48	0%
Admits	39	35	11% ▲
Discharges	38	37	3%
Service Hours	-	34	-100% ▼
Bed Days	5,563	4,188	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
Valid TEDS Data	94%	95%
On-Time Periodic		
6 Month Updates	100%	8%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	61%	85%	69%	-24% ▼
No Re-admit within 30 Days of Discharge		32	84%	85%	85%	-1%
Follow-up within 30 Days of Discharge		10	43%	90%	66%	-47% ▼

Recovery

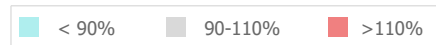
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		29	58%	60%	51%	-2%
Improved/Maintained Function Score		22	55%	75%	62%	-20% ▼
Abstinence/Reduced Drug Use		1	2%	70%	75%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	73%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	139 days	0.3	105%	90%	105%	15% ▲



Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

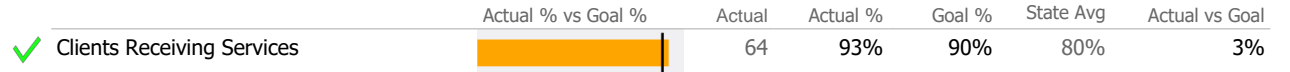
* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

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

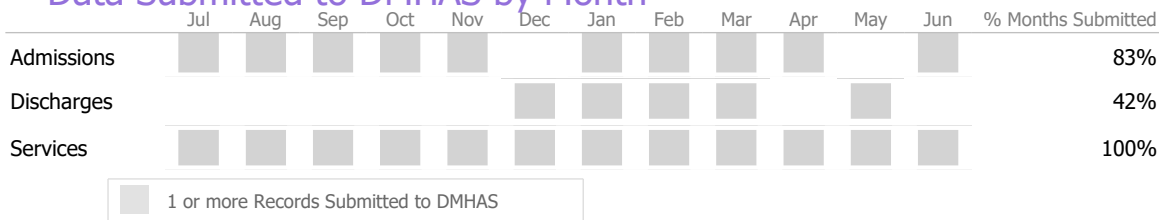
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	93	19% ▲
Admits	28	16	75% ▲
Discharges	50	3	1567% ▲
Service Hours	1,071	718	49% ▲
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 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	6,205	6,209	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
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		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		20	100%	60%	85%	40% ▲
Improved/Maintained Function Score		19	100%	95%	47%	5%
Stable Living Situation		19	95%	95%	94%	0%
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	1,255 days	0.2	100%	90%	95%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■								■			17%
Discharges		■								■			17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	25	26	-4%
Discharges	28	25	12% ▲
Service Hours	-	1,960	-100% ▼
Bed Days	2,327	2,979	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
Valid TEDS Data	91%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	6%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	57%	70%	66%	-13% ▼
No Re-admit within 30 Days of Discharge		19	68%	85%	90%	-17% ▼
Follow-up within 30 Days of Discharge		15	94%	90%	65%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		13	37%	70%	68%	-33% ▼
Improved/Maintained Function Score		21	70%	95%	77%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	151 days	0.2	64%	90%	78%	-26% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■			■	■	■	■	75%
Discharges	■	■	■	■	■	■	■	■	■		■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	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.

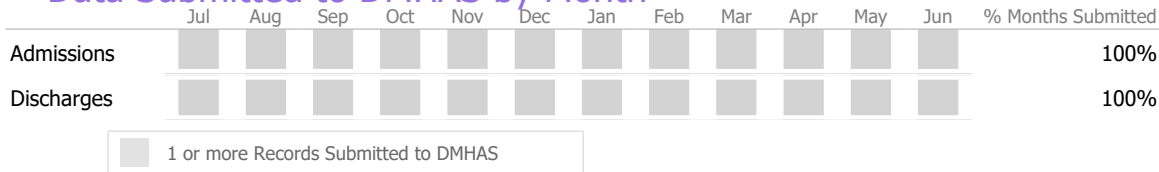
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	301	-16% ▼
Admits	318	418	-24% ▼
Discharges	320	418	-23% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		255	90%	75%	70%	15% ▲
✓ Community Location Evaluation		284	100%	80%	79%	20% ▲
✓ Follow-up Service within 48 hours		269	99%	90%	75%	9%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	425	382	11% ▲
Admits	179	150	19% ▲
Discharges	197	134	47% ▲
Service Hours	10,325	9,832	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	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		135	69%	65%	53%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		436	100%	60%	79%	40% ▲
✓ Improved/Maintained Function Score		330	93%	65%	44%	28% ▲
✓ Stable Living Situation		376	86%	80%	88%	6%
● Employed		81	19%	20%	15%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		235	98%	90%	97%	8%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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	104	80	30% ▲
Admits	59	57	4%
Discharges	57	35	63% ▲
Service Hours	1,951	1,801	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	56%	50%	40%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		108	99%	60%	66%	39% ▲
✓ Employed		54	50%	30%	28%	20% ▲
✓ Improved/Maintained Function Score		75	94%	75%	33%	19%
● Stable Living Situation		95	87%	95%	78%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	96%	90%	90%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		56	97%	75%	74%	22% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

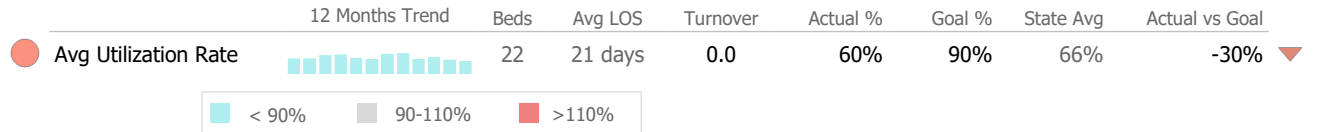
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	414	394	5%
Admits	529	473	12% ▲
Discharges	523	477	10%
Bed Days	4,836	4,424	9%

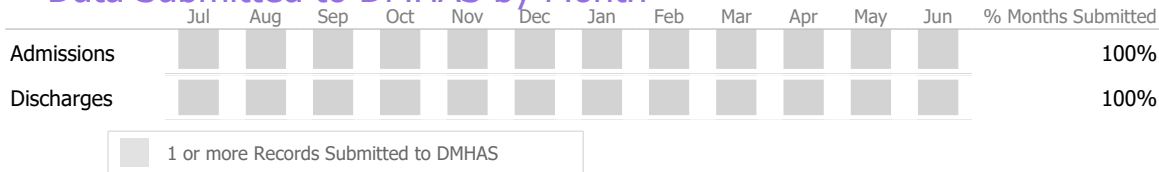
Discharge Outcomes



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	25		
Admits	26	-	
Discharges	8	-	
Service Hours	75	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	100%	50%	65%	50% ▲

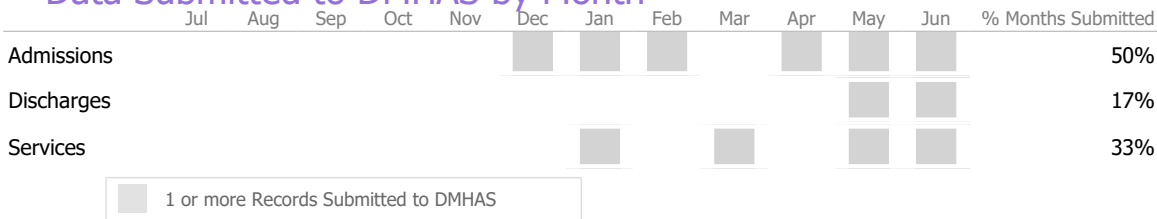
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	100%	60%	74%	40% ▲
✓ Stable Living Situation		26	100%	80%	79%	20% ▲
○ Employed		0	0%	20%	22%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	89%	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	496	468	6%
Admits	353	374	-6%
Discharges	280	319	-12% ▼
Service Hours	1,519	1,333	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	85%
Valid TEDS Data	64%	74%
On-Time Periodic		
6 Month Updates	47%	14%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		204	73%	50%	42%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		347	66%	75%	66%	-9%
● Stable Living Situation		407	77%	95%	68%	-18% ▼
● Employed		127	24%	50%	35%	-26% ▼
● Self Help		122	23%	60%	18%	-37% ▼
● Improved/Maintained Function Score		145	37%	75%	42%	-38% ▼
● Abstinence/Reduced Drug Use		20	4%	55%	35%	-51% ▼

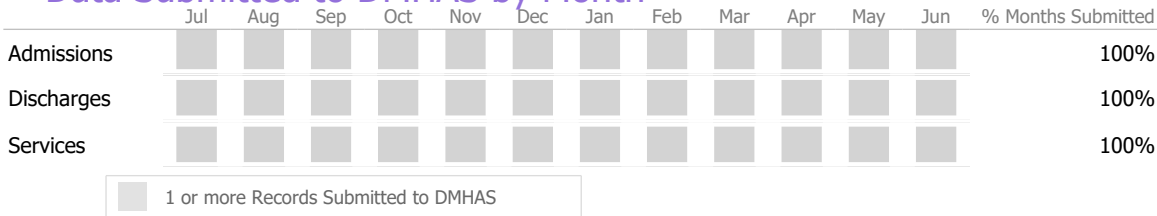
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		195	78%	90%	64%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		161	48%	75%	57%	-27% ▼

Data Submitted to DMHAS by Month



▲ > 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	1,413	1,315	7%
Admits	977	966	1%
Discharges	1,020	850	20% ▲
Service Hours	8,092	7,280	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	57%
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		810	79%	50%	40%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,535	100%	60%	66%	40% ▲
✓ Employed		576	37%	30%	28%	7%
● Stable Living Situation		1,352	88%	95%	78%	-7%
● Improved/Maintained Function Score		607	51%	75%	33%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		515	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		637	69%	75%	74%	-6%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	110	76	45% ▲
Admits	52	66	-21% ▼
Discharges	22	23	-4%
Service Hours	1,487	1,093	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	85%
Valid TEDS Data	86%	74%
On-Time Periodic		
6 Month Updates	56%	14%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	59%	50%	42%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		96	86%	95%	68%	-9%
● Not Arrested		71	64%	75%	66%	-11% ▼
● Employed		21	19%	50%	35%	-31% ▼
● Self Help		31	28%	60%	18%	-32% ▼
● Improved/Maintained Function Score		43	46%	75%	42%	-29% ▼
● Abstinence/Reduced Drug Use		17	15%	55%	35%	-40% ▼

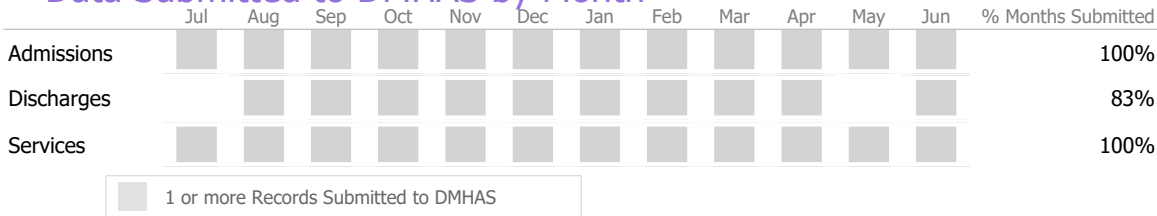
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		69	78%	90%	64%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		39	75%	75%	57%	0%

Data Submitted to DMHAS by Month



▲ > 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	54	68	-21% ▼
Admits	25	20	25% ▲
Discharges	34	39	-13% ▼

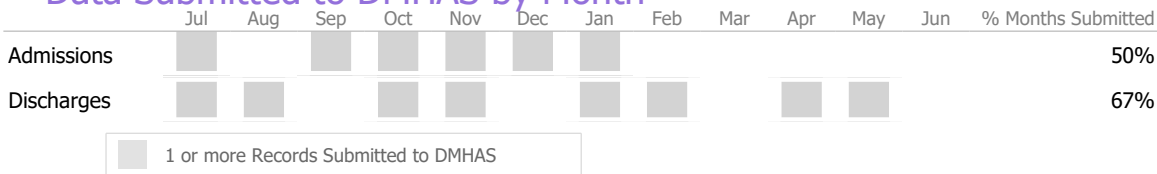
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	43%	35%	30%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
✓ Valid TEDS Data		60%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		52%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		6%

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	1,394	1,852	-25% ▼
Admits	1,929	2,492	-23% ▼
Discharges	1,938	2,492	-22% ▼
Bed Days	9,685	9,977	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	88%
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		1,249	64%	80%	72%	-16% ▼
No Re-admit within 30 Days of Discharge		1,461	75%	85%	77%	-10%
Follow-up within 30 Days of Discharge		593	47%	90%	50%	-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%	75%	-3%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 6 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

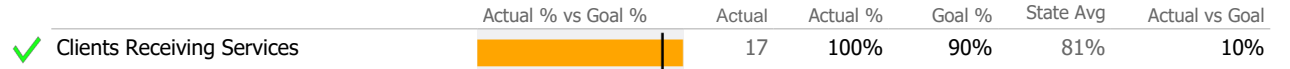
Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	91	25% ▲
Admits	106	88	20% ▲
Discharges	102	79	29% ▲
Service Hours	107	91	18% ▲

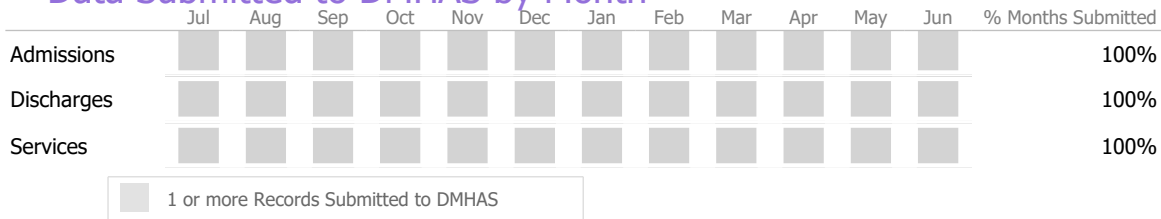
Service Utilization



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	438	483	-9%
Admits	445	479	-7%
Discharges	446	478	-7%
Bed Days	11,385	9,824	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	92%
Valid TEDS Data	93%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		271	61%	80%	71%	-19% ▼
✓ No Re-admit within 30 Days of Discharge		403	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		195	72%	90%	59%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help		230	49%	60%	70%	-11% ▼
● Improved/Maintained Function Score		289	65%	75%	82%	-10% ▼
● Abstinence/Reduced Drug Use		153	32%	70%	39%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	23 days	0.1	123%	90%	100%	33% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

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	72	71	1%
Admits	64	60	7%
Discharges	64	62	3%
Bed Days	3,665	3,691	-1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	66%	70%	66%	-4%
No Re-admit within 30 Days of Discharge		60	94%	85%	90%	9%
Follow-up within 30 Days of Discharge		31	74%	90%	65%	-16%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		34	53%	95%	77%	-42%
Abstinence/Reduced Drug Use		13	18%	70%	68%	-52%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	65 days	0.1	100%	90%	78%	10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

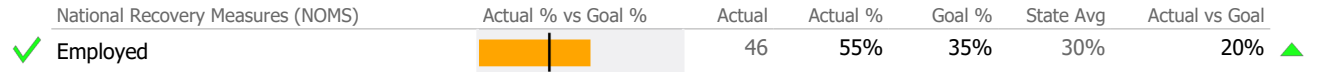
* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

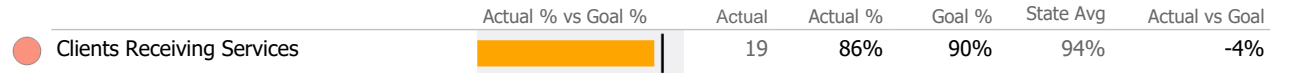
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	109	-23% ▼
Admits	25	66	-62% ▼
Discharges	62	59	5%
Service Hours	147	475	-69% ▼

Recovery



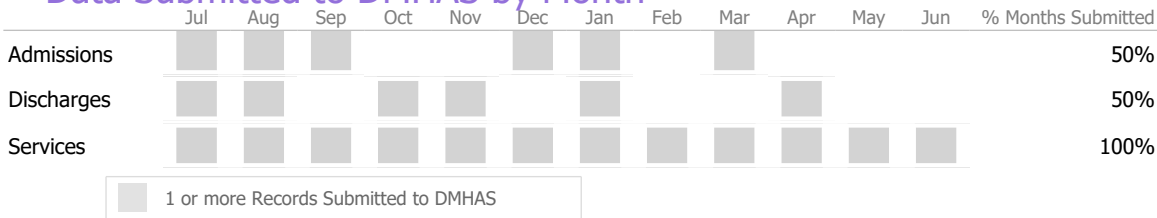
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

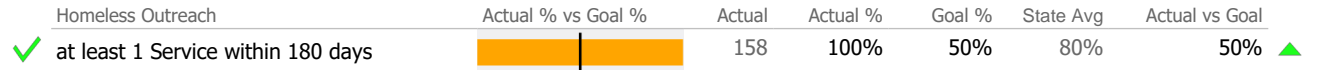
* State Avg based on 10 Active Employment Services Programs

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

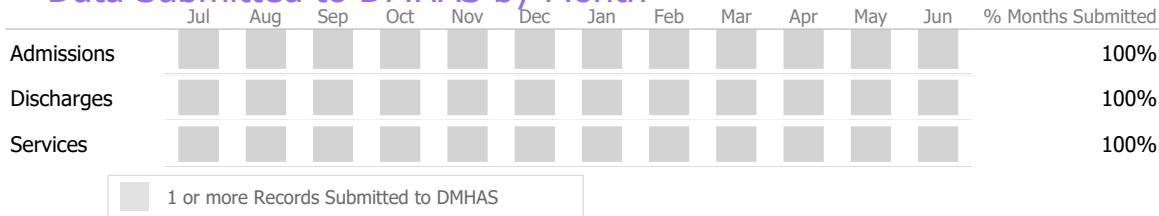
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	175	18% ▲
Admits	173	130	33% ▲
Discharges	152	137	11% ▲
Service Hours	428	895	-52% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	6	10	-40% ▼
Discharges	5	11	-55% ▼
Service Hours	1,205	946	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

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%	50%	-23% ▼

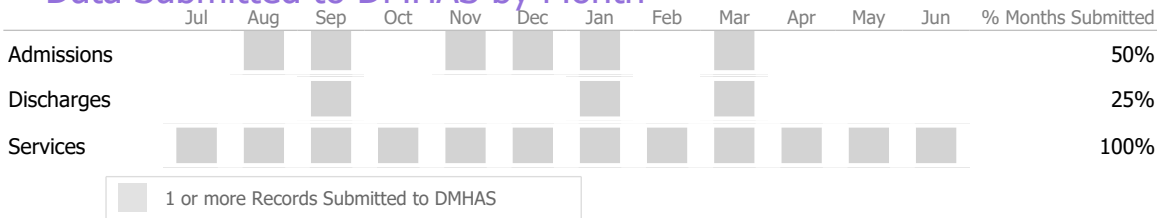
Recovery

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		14	93%	60%	88%	33% ▲
✓ 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%	98%	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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	1	0%
Discharges	2	-	
Service Hours	633	852	-26% ▼
Bed Days	543	668	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
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		2	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	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%	85%	40% ▲
✓ Improved/Maintained Function Score		3	100%	95%	47%	5%
✓ Stable Living Situation		3	100%	95%	94%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	498 days	0.3	74%	90%	95%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Supervised Apartments Programs

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