

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,464	3,352	3%
	Admits	3,961	3,824	4%
	Discharges	4,301	3,907	10%
	Service Hours	20,774	19,617	6%
	Bed Days	19,885	24,905	-20% ▼

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

### Consumer Satisfaction Survey

(Based on 294 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		88%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		88%	80%	91%
✓ Participation in Treatment		87%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
● Access		79%	80%	88%
● Recovery		74%	80%	79%
● Outcome		74%	80%	83%

■ 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	1,335	26.7%
	Intake	1,067	21.3%
	Community Support	333	6.7%
	Crisis Services	175	3.5%
	Employment Services	125	2.5%
	Social Rehabilitation	91	1.8%
	ACT	44	0.9%
	Case Management	40	0.8%
	Consultation	35	0.7%
	Residential Services	20	0.4%
<b>Addiction</b>	Residential Services	965	19.3%
	Outpatient	458	9.2%
	Case Management	157	3.1%
	Employment Services	109	2.2%
<b>Forensic SA</b>	Forensics Community-based	49	1.0%

### Client Demographics

Age	#	%	State Avg
18-25	366	11%	8%
26-34	670	19%	19%
35-44	891	26%	24%
45-54	634	18%	18%
55-64	621	18%	19%
65+	277	8%	10%

Gender	#	%	State Avg
Male	2,022	58%	59%
Female	1,439	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,865	54%	65%
Hispanic-Other	819	24%	10%
Unknown	680	20%	14%
Hisp-Puerto Rican	97	3%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,493	43%	60%
Unknown	943	27%	8%
Black/African American	814	23%	17%
Hawaiian/Other Pacific Islander	98	3%	0%
Multiple Races	56	2%	1%
Asian	27	1%	1%
Am. Indian/Native Alaskan	22	1%	1%
Other	11	0%	12%

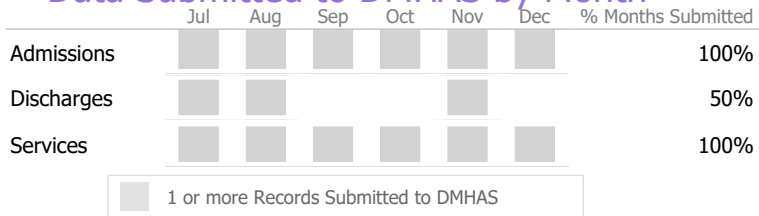
■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	22	59% ▲
Admits	18	-	
Discharges	8	-	
Service Hours	57	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	35	-6%
Admits	7	7	0%
Discharges	7	8	-13% ▼
Service Hours	1,489	1,182	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	65%	53%	6%
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	83%	15% ▲
● Follow-up within 30 Days of Discharge		3	60%	90%	51%	-30% ▼

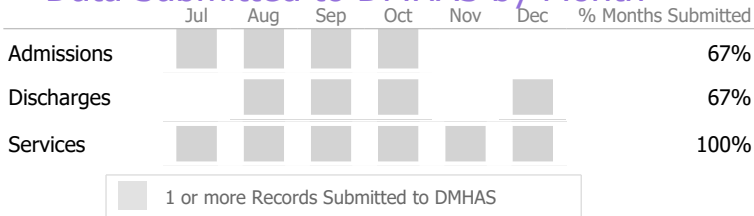
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	100%	60%	77%	40% ▲
✓ Stable Living Situation		32	97%	60%	89%	37% ▲
✓ Improved/Maintained Function Score		27	100%	85%	27%	15% ▲
● Employed		1	3%	15%	15%	-12% ▼

### 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

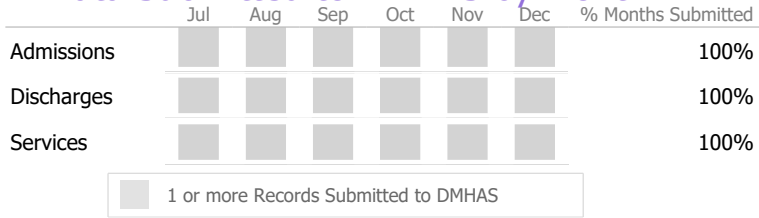
\* State Avg based on 23 Active Assertive Community Treatment Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,067	961	11% ▲
Admits	1,165	1,020	14% ▲
Discharges	1,165	1,021	14% ▲
Service Hours	1,080	961	12% ▲

### 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	381	381	0%
Admits	53	45	18% ▲
Discharges	57	74	-23% ▼
Service Hours	2,935	2,821	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	52%
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		49	86%	50%	38%	36% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		380	99%	60%	63%	39% ▲
✓ Improved/Maintained Function Score		336	99%	75%	41%	24% ▲
● Stable Living Situation		346	91%	95%	72%	-4%
● Employed		65	17%	30%	25%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		322	99%	90%	84%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		51	96%	75%	61%	21% ▲

### 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 77 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 2023 - December 2023 (Data as of Mar 26, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	97	29% ▲
Admits	54	33	64% ▲
Discharges	63	33	91% ▲
Service Hours	1,387	1,252	11% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		39	31%	35%	43%	-4%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	92%	90%	93%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

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

### 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 37 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	34	30	13% ▲
Admits	23	21	10%
Discharges	22	20	10%
Service Hours	-	-	
Bed Days	2,300	3,320	-31% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
Valid TEDS Data	97%	98%
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		10	45%	85%	68%	-40% ▼
No Re-admit within 30 Days of Discharge		21	95%	85%	86%	10%
Follow-up within 30 Days of Discharge		4	40%	90%	69%	-50% ▼

### Recovery

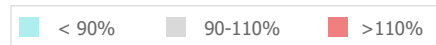
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	50%	60%	46%	-10%
Improved/Maintained Function Score		9	41%	75%	81%	-34% ▼
Abstinence/Reduced Drug Use		1	3%	70%	77%	-67% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	85%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	108 days	0.3	96%	90%	92%	6%



### 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



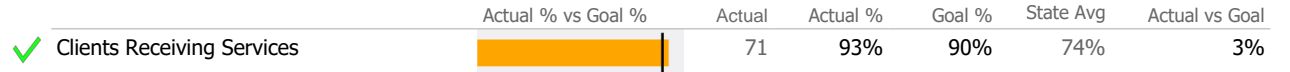
\* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

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

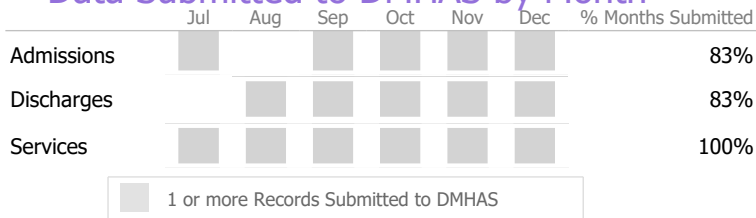
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	100	-9%
Admits	26	9	189% ▲
Discharges	19	25	-24% ▼
Service Hours	571	445	28% ▲
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

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	19	-11% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	3,128	3,128	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

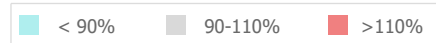
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	86%	40% ▲
✓ Improved/Maintained Function Score		17	100%	95%	61%	5%
✓ Stable Living Situation		17	100%	95%	96%	5%
● Employed		1	6%	25%	13%	-19% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,422 days	0.5	100%	90%	91%	10%



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 83 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	23	-17% ▼
Admits	17	16	6%
Discharges	14	18	-22% ▼
Service Hours	-	-	
Bed Days	1,298	1,202	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
Valid TEDS Data	89%	93%
<b>On-Time Periodic</b>		
6 Month Updates	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	95%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	29%	70%	75%	-41% ▼
No Re-admit within 30 Days of Discharge		6	43%	85%	90%	-42% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	55%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		14	88%	95%	93%	-7%
Abstinence/Reduced Drug Use		4	17%	70%	75%	-53% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	120 days	0.4	71%	90%	68%	-19% ▼		

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

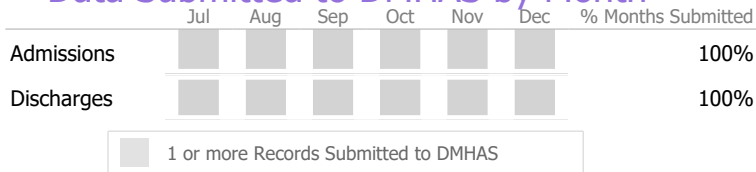
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	114	54% ▲
Admits	227	131	73% ▲
Discharges	226	133	70% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		206	92%	75%	76%	17% ▲
✓ Community Location Evaluation		224	100%	80%	79%	20% ▲
✓ Follow-up Service within 48 hours		193	99%	90%	87%	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	333	331	1%
Admits	97	76	28% ▲
Discharges	108	104	4%
Service Hours	4,894	5,379	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	80%
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		88	81%	65%	52%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		336	100%	60%	79%	40% ▲
✓ Improved/Maintained Function Score		258	98%	65%	54%	33% ▲
✓ Stable Living Situation		281	83%	80%	87%	3%
● Employed		56	17%	20%	15%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		227	99%	90%	97%	9%

### 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 35 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	78	76	3%
Admits	26	26	0%
Discharges	21	30	-30% ▼
Service Hours	1,011	1,023	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	52%
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		9	43%	50%	38%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		78	99%	60%	63%	39% ▲
✓ Employed		32	41%	30%	25%	11% ▲
✓ Improved/Maintained Function Score		53	96%	75%	41%	21% ▲
● Stable Living Situation		67	85%	95%	72%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	98%	90%	84%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		25	96%	75%	61%	21% ▲

### 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 77 Active Standard Outpatient Programs

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

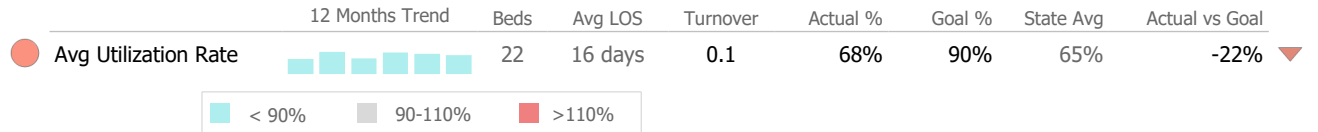
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	229	238	-4%
Admits	273	283	-4%
Discharges	272	281	-3%
Bed Days	2,771	2,283	21% ▲

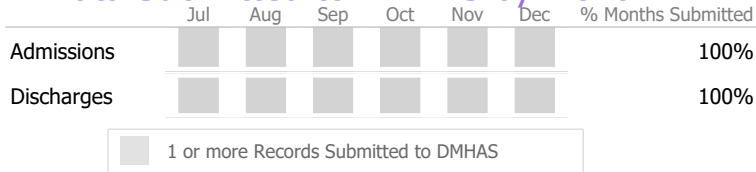
### Discharge Outcomes



### 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	40	3	1233% ▲
Admits	24	3	700% ▲
Discharges	23	-	
Service Hours	89	4	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	91%	50%	62%	41% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	95%	60%	72%	35% ▲
✓ Stable Living Situation		38	95%	80%	82%	15% ▲
● Employed		0	0%	20%	18%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	88%	90%	84%	-2%

### 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 24 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	356	341	4%
Admits	122	180	-32% ▼
Discharges	278	156	78% ▲
Service Hours	551	825	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	88%
Valid TEDS Data	63%	75%
On-Time Periodic		
6 Month Updates	38%	10%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		231	83%	50%	53%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		262	71%	75%	53%	-4%
● Stable Living Situation		297	81%	95%	55%	-14% ▼
● Employed		86	23%	50%	28%	-27% ▼
● Improved/Maintained Function Score		151	49%	75%	41%	-26% ▼
● Self Help		88	24%	60%	15%	-36% ▼
● Abstinence/Reduced Drug Use		17	5%	55%	28%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		68	76%	90%	37%	-14% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		64	52%	75%	45%	-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 101 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	958	1,020	-6%
Admits	469	501	-6%
Discharges	586	567	3%
Service Hours	4,560	3,923	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	66%	52%
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		392	67%	50%	38%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		987	99%	60%	63%	39% ▲
✓ Employed		364	37%	30%	25%	7%
● Stable Living Situation		885	89%	95%	72%	-6%
● Improved/Maintained Function Score		467	70%	75%	41%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		374	92%	90%	84%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		330	72%	75%	61%	-3%

### 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 77 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	108	94	15% ▲
Admits	18	34	-47% ▼
Discharges	56	13	331% ▲
Service Hours	741	595	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	88%
Valid TEDS Data	86%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	10%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	12%	50%	53%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		68	63%	75%	53%	-12% ▼
Stable Living Situation		88	81%	95%	55%	-14% ▼
Improved/Maintained Function Score		53	58%	75%	41%	-17% ▼
Employed		21	19%	50%	28%	-31% ▼
Self Help		28	26%	60%	15%	-34% ▼
Abstinence/Reduced Drug Use		12	11%	55%	28%	-44% ▼

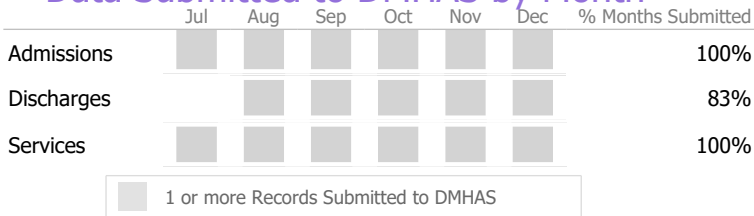
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	90%	90%	37%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	94%	75%	45%	19% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 101 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

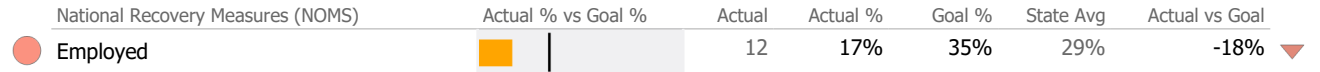
Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

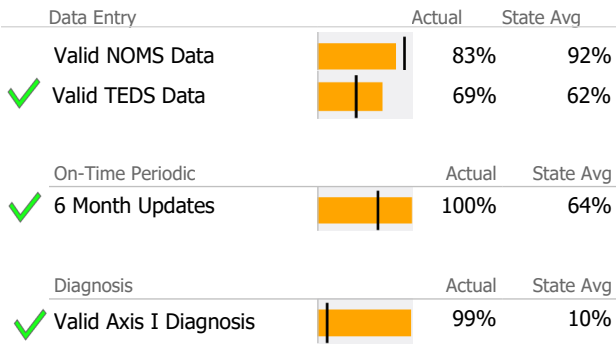
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	53	28% ▲
Admits	49	24	104% ▲
Discharges	33	17	94% ▲

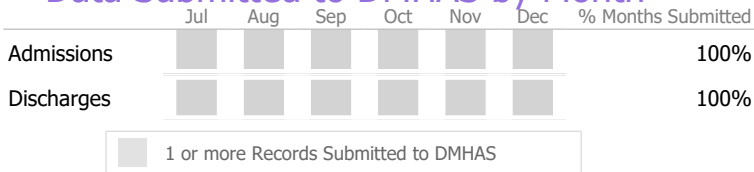
## Recovery



## Data Submission Quality



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 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	774	778	-1%
Admits	935	978	-4%
Discharges	936	986	-5%
Bed Days	3,744	5,823	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
Valid TEDS Data	97%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	50%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		597	64%	80%	75%	-16% ▼
No Re-admit within 30 Days of Discharge		702	75%	85%	78%	-10%
Follow-up within 30 Days of Discharge		283	47%	90%	52%	-43% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	85%	90%	74%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

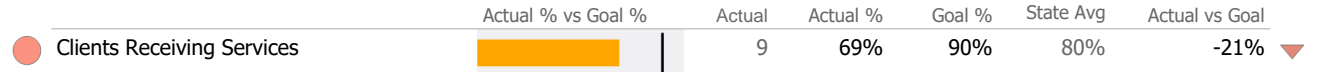
\* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

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

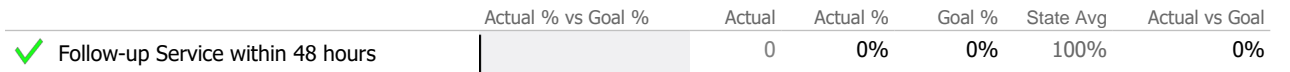
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	69	-29% ▼
Admits	33	60	-45% ▼
Discharges	36	54	-33% ▼
Service Hours	35	61	-44% ▼

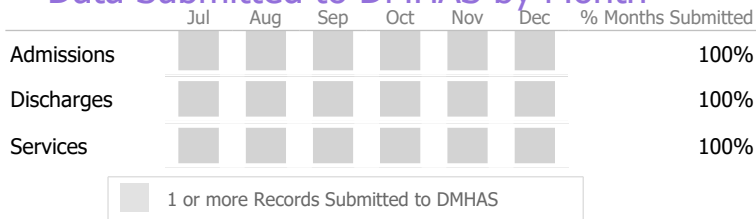
### Service Utilization



### 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	217	242	-10% ▼
Admits	199	226	-12% ▼
Discharges	206	230	-10% ▼
Bed Days	4,443	7,040	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	91%
Valid TEDS Data	93%	93%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<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		156	76%	80%	78%	-4%
No Re-admit within 30 Days of Discharge		194	94%	85%	88%	9%
Follow-up within 30 Days of Discharge		113	72%	90%	60%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		163	72%	60%	74%	12% ▲
Improved/Maintained Function Score		131	64%	75%	83%	-11% ▼
Abstinence/Reduced Drug Use		80	35%	70%	38%	-35% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	24 days	0.1	110%	90%	89%	20% ▲

■ < 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 7 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	44	40	10%
Admits	34	30	13% ▲
Discharges	34	30	13% ▲
Bed Days	1,834	1,862	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	65%	70%	75%	-5%
No Re-admit within 30 Days of Discharge		32	94%	85%	90%	9%
Follow-up within 30 Days of Discharge		16	73%	90%	55%	-17%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		22	65%	95%	93%	-30%
Abstinence/Reduced Drug Use		7	16%	70%	75%	-54%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	56 days	0.2	100%	90%	68%	10%

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 19 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	41	92	-55% ▼
Admits	1	32	-97% ▼
Discharges	40	39	3%
Service Hours	12	72	-84% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		19	46%	35%	29%	11% ▲

### Service Utilization

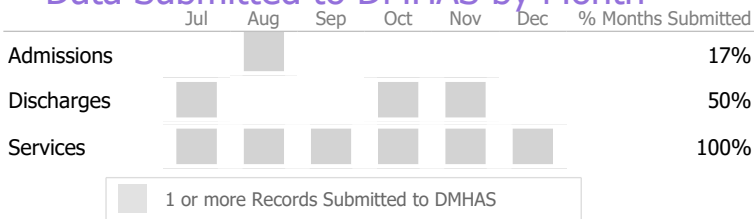
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		1	100%	90%	87%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	64%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 9 Active Employment Services Programs

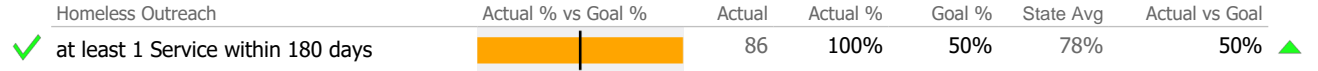
Variances in data may be indicative of operational adjustments related to the pandemic.



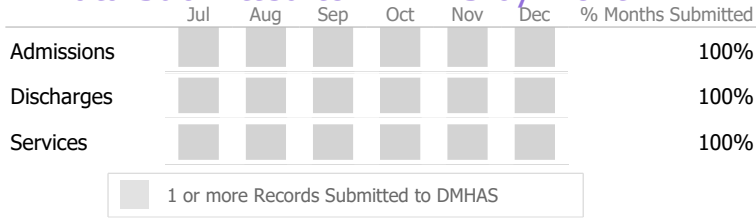
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	157	133	18% ▲
Admits	87	83	5%
Discharges	89	63	41% ▲
Service Hours	272	219	24% ▲

### 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	12	13	-8%
Admits	2	4	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	659	541	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic		
6 Month Updates	89%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	53%	-65% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	83%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	51%	N/A

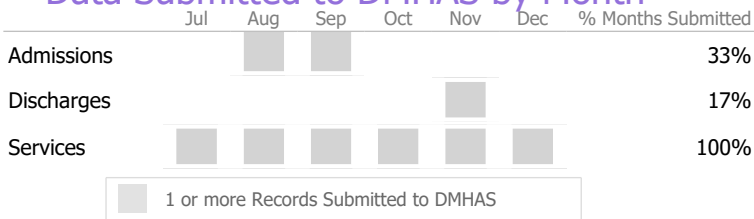
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	77%	40% ▲
Employed		6	50%	15%	15%	35% ▲
Stable Living Situation		11	92%	60%	89%	32% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	91%	90%	98%	1%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 23 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	3	2	50% ▲
Admits	2	-	
Discharges	1	1	0%
Service Hours	430	314	37% ▲
Bed Days	367	247	49% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
On-Time Periodic 6 Month Updates	N/A	86%
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%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	86%	10%

### Recovery

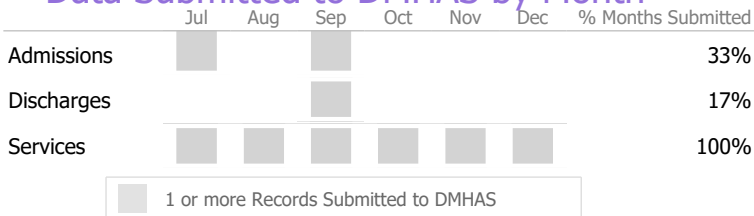
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	67%	25%	13%	42% ▲
✓ Social Support		3	100%	60%	86%	40% ▲
✓ Stable Living Situation		3	100%	95%	96%	5%
✓ Improved/Maintained Function Score		1	100%	95%	61%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	287 days	0.4	100%	90%	91%	10%

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 83 Active Supervised Apartments Programs

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