InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,459	3,251	6%	
	Admits	1,016	1,086	-6%	
	Discharges	748	1,174	-36%	▼
	Service Hours	19,478	17,419	12%	▲
	Bed Days	3,535	3,679	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		3,378	82.9%
	Community Support		328	8.1%
	Employment Services		98	2.4%
	Social Rehabilitation		73	1.8%
	Case Management		59	1.4%
	Crisis Services		57	1.4%
	Residential Services		47	1.2%
	ACT		34	0.8%

Consumer Satisfaction Survey (Based on 182 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		100%	80%	91%
✔	Respect		100%	80%	91%
✔	Access		99%	80%	88%
✔	Quality and Appropriateness		99%	80%	93%
✔	Recovery		98%	80%	79%
✔	Participation in Treatment		97%	80%	92%
✔	General Satisfaction		96%	80%	92%
✔	Outcome		95%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	418	12%	13%
26-34	699	20%	23%
35-44	700	20%	19%
45-54	758	22%	22%
55-64	660	19%	17%
65+	220	6%	5%

Gender

Gender	#	%		State Avg
Female	1,832	53%	▲	41%
Male	1,626	47%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	2,301	67%	74%
Hisp-Puerto Rican	605	17%	12%
Hispanic-Other	296	9%	7%
Unknown	229	7%	6%
Hispanic-Cuban	16	0%	0%
Hispanic-Mexican	12	0%	1%

Race

Race	#	%	State Avg
White/Caucasian	1,929	56%	65%
Black/African American	662	19%	16%
Other	573	17%	13%
Unknown	187	5%	3%
Asian	62	2%	1%
Hawaiian/Other Pacific Islander	28	1%	0%
Am. Indian/Native Alaskan	18	1%	1%
Multiple Races			1%

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

ABI Case Managment Program
InterCommunity Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	-	-	
Service Hours	123	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	62%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							0%
Services							33%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	61%	40% ▲
✓ Stable Living Situation		8	100%	80%	77%	20% ▲
🔴 Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	65%	10%
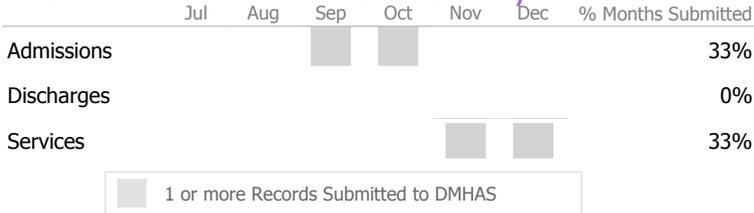
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	37	-8%	▼
Admits	6	7	-14%	▼
Discharges	5	8	-38%	▼
Service Hours	1,319	1,176	12%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	65%	57%	-25%	▼
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		76%	79%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	93%
✓ SA Screen Complete		95%	93%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	80%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		34	100%	60%	76%	40%	▲
✓ Stable Living Situation		32	94%	60%	86%	34%	▲
🔴 Employed		4	12%	15%	11%	-3%	
🔴 Improved/Maintained Axis V GAF Score		20	67%	85%	50%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		29	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪		▪	83%
Discharges				▪	▪		50%
Services	▪		▪	▪	▪	▪	83%

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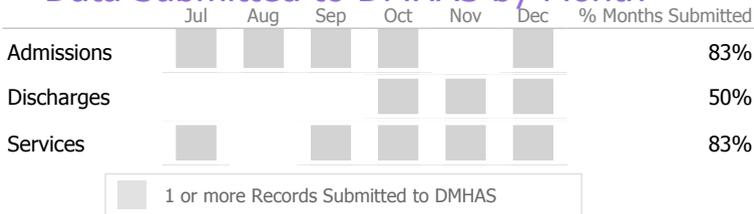
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 10 Active Central Intake Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	1	2600%	▲
Admits	16	1	1500%	▲
Discharges	7	-		
Service Hours	81	-		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	93%

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

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		91%	83%
✓ SA Screen Complete		89%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	71%	50%	39%	21%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		28	100%	60%	66%	40%	▲
● Stable Living Situation		26	93%	95%	82%	-2%	
● Employed		2	7%	30%	20%	-23%	▼
● Improved/Maintained Axis V GAF Score		10	71%	75%	49%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	90%	90%	79%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		10	63%	75%	64%	-13%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							50%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 39 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	113	-13%	▼
Admits	20	34	-41%	▼
Discharges	32	30	7%	
Service Hours	1,100	1,252	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		48	48%	35%	44%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		60	90%	90%	94%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		71%	89%

Data Submitted to DMHAS by Month

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

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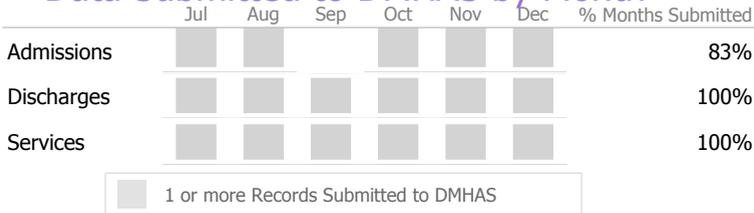
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	19	21%	▲
Admits	2	-		
Discharges	-	-		
Service Hours	271	242	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		16	70%	85%	80%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		19	83%	90%	96%	-7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		38%	81%

Data Submitted to DMHAS by Month

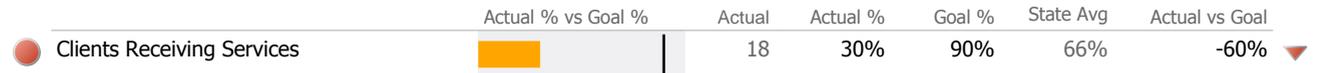|	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪			▪		33%
Discharges							0%
Services	▪		▪	▪	▪	▪	83%

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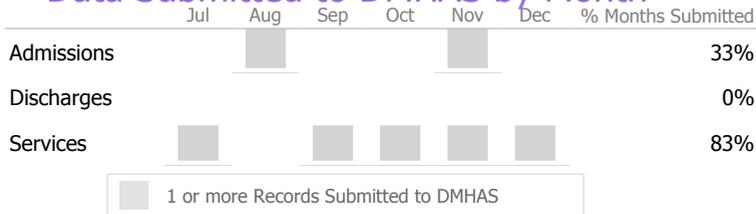
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs
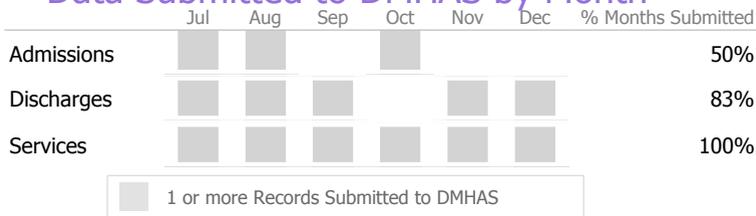
Common Ground 612-281
InterCommunity Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	70	4%	
Admits	3	10	-70%	▼
Discharges	12	7	71%	▲
Service Hours	134	385	-65%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▮	18	30%	90%	66%	-60%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪			50%
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 37 Active Social Rehabilitation Programs

Community Foundations 612252
InterCommunity Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Bed Days	3,535	3,679	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		47%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		65%	86%
SA Screen Complete		76%	86%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		20	100%	60%	86%	40% ▲
✔ Stable Living Situation		20	100%	95%	97%	5%
● Employed		1	5%	25%	7%	-20% ▼
● Improved/Maintained Axis V GAF Score		6	32%	95%	66%	-63% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		17	2,047 days	0.4	113%	90%	93%	23% ▲

☐ < 90%   ☐ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

**Crisis Srvs&CtrlAccess 612-200**
InterCommunity Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	101	-44%	▼
Admits	61	107	-43%	▼
Discharges	61	107	-43%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		43	90%	75%	67%	15%	▲
✔	Community Location Evaluation		48	100%	80%	77%	20%	▲
✔	Follow-up Service within 48 hours		19	95%	90%	59%	5%	
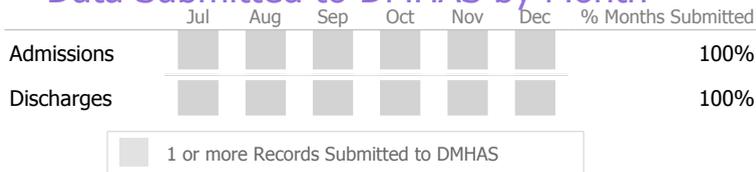
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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

CSP/RP 612290 East Hartford
InterCommunity Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	328	285	15%	▲
Admits	116	96	21%	▲
Discharges	75	85	-12%	▼
Service Hours	4,315	3,724	16%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	97%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		56%	88%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		91%	90%
✔ SA Screen Complete		90%	88%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	92%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		73	97%	65%	68%	32%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		329	99%	60%	80%	39%	▲
✔ Stable Living Situation		292	88%	80%	92%	8%	
● Employed		36	11%	20%	12%	-9%	
● Improved/Maintained Axis V GAF Score		165	71%	95%	61%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		248	95%	90%	98%	5%

▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 47 Active CSP Programs

Housing Srvs Supported 612-250
InterCommunity Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	2	3	-33%	▼
Discharges	17	2	750%	▲
Service Hours	284	659	-57%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	95%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		93%	87%
✓ SA Screen Complete		93%	87%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨	▨					33%
Discharges			▨	▨			33%
Services	▨	▨	▨	▨			67%

▨ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		17	100%	50%	92%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		17	100%	60%	89%	40%	▲
✓ Stable Living Situation		17	100%	85%	93%	15%	▲
🔴 Employed		1	6%	25%	13%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		11	65%	95%	75%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	97%	N/A	▼
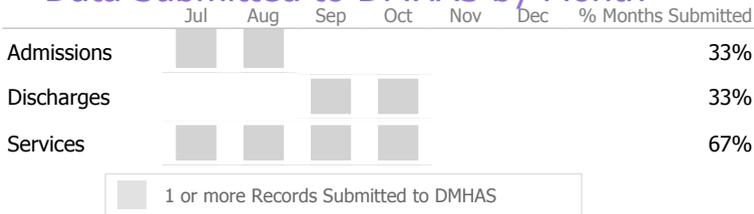
▲ > 10% Over	▼ < 10% Under

▨ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Residential Support Programs

Outpatient Services 612-210
InterCommunity Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,366	3,162	6%	
Admits	781	814	-4%	
Discharges	539	932	-42%	▼
Service Hours	10,574	9,595	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		49%	58%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		88%	83%
✓ SA Screen Complete		86%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	87%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		504	94%	50%	39%	44%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		3,265	96%	60%	66%	36%	▲
●	Employed		901	27%	30%	20%	-3%	
●	Stable Living Situation		2,876	85%	95%	82%	-10%	
●	Improved/Maintained Axis V GAF Score		1,634	61%	75%	49%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		1,903	67%	90%	79%	-23%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		242	31%	75%	64%	-44%	▼
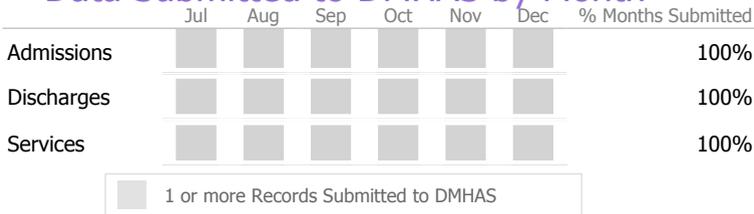
▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✓ Goal Met	● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

YAS Mixed Model
InterCommunity Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	12	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	1,277	386	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							83%

	1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	92%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		10	100%	60%	89%	40% ▲
✔ Stable Living Situation		9	90%	85%	93%	5%
🔴 Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		10	100%	90%	97%	10%

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Residential Support Programs