InterCommunity Inc.
East Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,901	2,230	30%	▲
	Admits	530	518	2%	
	Discharges	329	265	24%	▲
	Service Hours	8,441	7,019	20%	▲
	Bed Days	1,840	1,832	0%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,815	82.4%
	Community Support	262	7.7%
	Employment Services	93	2.7%
	Social Rehabilitation	72	2.1%
	Crisis Services	52	1.5%
	Case Management	46	1.3%
	Residential Services	44	1.3%
	ACT	34	1.0%

Consumer Satisfaction Survey   (Based on 187 FY15 Surveys)

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

Legend: ▬ Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✓ Goal Met ⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	294	10%	13%
26-34	532	18%	22%
35-44	584	20%	19%
45-54	743	26%	24%
55-64	551	19%	17%
65+	192	7%	5%

Gender

Gender	#	%		State Avg
Female	1,551	53%	▲	42%
Male	1,349	47%	▼	58%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	2,084	72%	75%
Hisp-Puerto Rican	485	17%	12%
Hispanic-Other	165	6%	6%
Unknown	141	5%	5%
Hispanic-Mexican	14	0%	1%
Hispanic-Cuban	12	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	1,841	63%	66%
Black/African American	531	18%	16%
Other	315	11%	13%
Unknown	132	5%	3%
Asian	45	2%	1%
Am. Indian/Native Alaskan	25	1%	0%
Hawaiian/Other Pacific Islander	12	0%	0%
Multiple Races			1%

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	25	36%	▲
Admits	3	18	-83%	▼
Discharges	2	-		
Service Hours	641	338	90%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	77%

Cooccurring		Actual	State Avg
MH Screen Complete		77%	79%
SA Screen Complete		66%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	92%
✓ Valid Axis V GAF Score		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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		1	50%	65%	43%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	32%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		33	97%	60%	73%	37%	▲
✓	Stable Living Situation		33	97%	60%	88%	37%	▲
🔴	Employed		4	12%	15%	7%	-3%	
🔴	Improved/Maintained Axis V GAF Score		17	63%	85%	46%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		30	94%	90%	97%	4%	

▲ > 10% Over   ▼ < 10% Under

Actual (orange) | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 10 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	19%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
● Social Support		N/A	N/A	60%	65%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

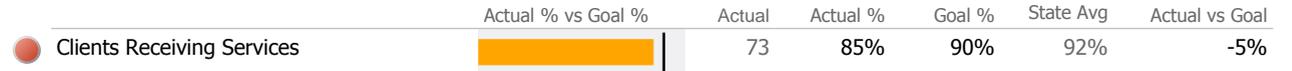* State Avg based on 38 Active Outreach & Engagement Programs

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	104	-11%	▼
Admits	12	26	-54%	▼
Discharges	9	24	-63%	▼
Service Hours	636	568	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		54	57%	35%	43%	22%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		73	85%	90%	92%	-5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Stable Living Situation		4	24%	85%	82%	-61%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	86%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		18%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 70 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	73	-1%	
Admits	5	2	150%	▲
Discharges	3	5	-40%	▼
Service Hours	184	217	-15%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		52	74%	90%	57%	-16%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%
Services		▢		33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
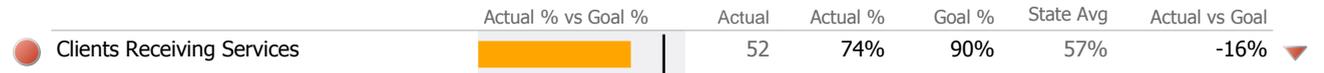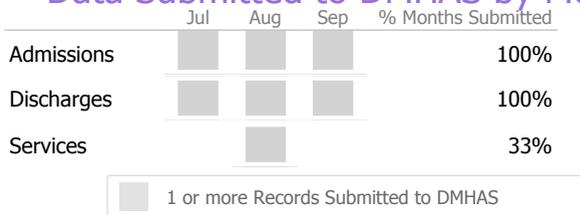
* State Avg based on 39 Active Social Rehabilitation Programs

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	1	1	0%
Discharges	1	-	
Bed Days	1,840	1,832	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
MH Screen Complete		64%	76%
SA Screen Complete		70%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	63%	40%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		21	100%	60%	86%	40%	▲
✓ Stable Living Situation		21	100%	95%	97%	5%	
● Employed		0	0%	25%	8%	-25%	▼
● Improved/Maintained Axis V GAF Score		3	17%	95%	66%	-78%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		17	2,097 days	0.8	118%	90%	91%	28%	▲

< 90%	90-110%	>110%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 72 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	49	6%
Admits	51	55	-7%
Discharges	51	55	-7%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		48	100%	75%	65%	25%	▲
✔	Community Location Evaluation		48	100%	80%	56%	20%	▲
🔴	Follow-up Service within 48 hours		14	88%	90%	49%	-2%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	262	252	4%	
Admits	55	53	4%	
Discharges	8	53	-85%	▼
Service Hours	1,888	1,702	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		71%	83%
SA Screen Complete		68%	82%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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		8	100%	65%	63%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		258	98%	60%	79%	38%	▲
✔ Stable Living Situation		222	85%	80%	92%	5%	
🔴 Employed		33	13%	20%	11%	-7%	
🔴 Improved/Maintained Axis V GAF Score		135	70%	95%	53%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		228	89%	90%	94%	-1%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	21	-24%	▼
Admits	2	9	-78%	▼
Discharges	-	6	-100%	▼
Service Hours	312	165	89%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Cooccurring		Actual	State Avg
MH Screen Complete		83%	90%
SA Screen Complete		83%	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	% Months Submitted
Admissions	▢		▢	67%
Discharges				0%
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		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		16	100%	60%	87%	40%	▲
✔ Stable Living Situation		16	100%	85%	92%	15%	▲
● Employed		1	6%	25%	13%	-19%	▼
● Improved/Maintained Axis V GAF Score		10	71%	95%	70%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	94%	90%	95%	4%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 51 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,815	2,139	32%	▲
Admits	394	351	12%	▲
Discharges	255	121	111%	▲
Service Hours	4,781	3,944	21%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	67%

Cooccurring		Actual	State Avg
MH Screen Complete		70%	78%
SA Screen Complete		66%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		99%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		205	80%	50%	38%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		2,786	99%	60%	65%	39%	▲
🔴 Employed		720	25%	30%	19%	-5%	
🔴 Stable Living Situation		2,401	85%	95%	83%	-10%	
🔴 Improved/Maintained Axis V GAF Score		1,272	61%	75%	48%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		1,358	52%	90%	71%	-38%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		134	34%	75%	63%	-41%	▼

▲ > 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				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	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		7	100%	60%	87%	40% ▲
✔ Stable Living Situation		6	86%	85%	92%	1%
● Employed		1	14%	25%	13%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	95%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 51 Active Residential Support Programs