

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,015	1,138	-11%	▼
	Admits	283	492	-42%	▼
	Discharges	296	484	-39%	▼
	Service Hours	15,860	26,142	-39%	▼
	Bed Days	648	935	-31%	▼
	S.Rehab/PHP/IOP	4	4,120	-100%	▼

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

Consumer Satisfaction Survey

(Based on 197 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Overall		97%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Access		94%	80%	88%
● Outcome		75%	80%	83%
● Recovery		68%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	877	61.0%
	Community Support	216	15.0%
	Social Rehabilitation	66	4.6%
	Employment Services	56	3.9%
	ACT	47	3.3%
	Case Management	10	0.7%
	Residential Services	6	0.4%
	Addiction	Medication Assisted Treatment	54
Outpatient		33	2.3%
Recovery Support		29	2.0%
Forensic MH	Forensics Community-based	39	2.7%
Other	Other	4	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	123	12%	10%	Female	539	53%	▲ 42%	
26-34	169	17%	22%	Male	476	47%	▼ 58%	
35-44	154	15%	23%	Transgender			0%	
45-54	171	17%	19%	Race	White/Caucasian	819	81%	▲ 62%
55-64	224	22%	19%		Other	89	9%	13%
65+	173	17%	8%		Black/African American	56	6%	▼ 17%
					Unknown	30	3%	6%
Ethnicity	Non-Hispanic	788	78%	69%	Am. Indian/Native Alaskan	11	1%	0%
	Unknown	105	10%	11%	Asian	9	1%	1%
	Hispanic-Other	81	8%	8%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hisp-Puerto Rican	38	4%	12%	Multiple Races			1%
	Hispanic-Cuban	2	0%	0%				
Hispanic-Mexican	1	0%	0%					

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

Addiction Outpatient 988200

Bridges Healthcare Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	34	-3%
Admits	1	5	-80% ▼
Discharges	2	3	-33% ▼
Service Hours	182	170	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	85%
Valid TEDS Data	34%	85%
On-Time Periodic		
6 Month Updates	70%	21%
Co-occurring		
MH Screen Complete	44%	91%
SA Screen Complete	40%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		24	73%	75%	76%	-2%
● Stable Living Situation		28	85%	95%	76%	-10%
● Abstinence/Reduced Drug Use		9	27%	55%	48%	-28% ▼
● Employed		7	21%	50%	31%	-29% ▼
● Self Help		2	6%	60%	18%	-54% ▼

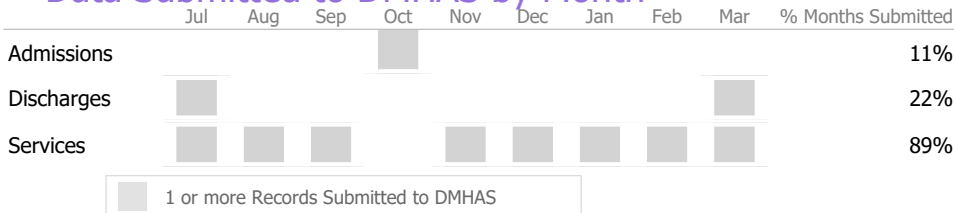
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	69%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	62%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 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	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	98%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	23%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	76%	-75% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	216	208	4%
Admits	43	35	23% ▲
Discharges	30	41	-27% ▼
Service Hours	3,230	5,186	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	81%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	31%	85%
SA Screen Complete	31%	72%
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		12	40%	65%	58%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		180	83%	60%	81%	23% ▲
✓ Stable Living Situation		208	96%	80%	88%	16% ▲
● Employed		31	14%	20%	12%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		183	98%	90%	98%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■	■	■	■	■	89%
Discharges	■	■		■	■	■	■	■	■	89%
Services	■		■		■	■	■	■	■	78%

■ 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Co-occurring		
MH Screen Complete	N/A	65%
SA Screen Complete	N/A	85%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

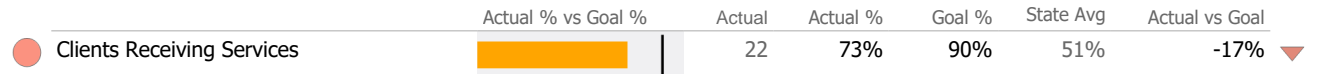
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

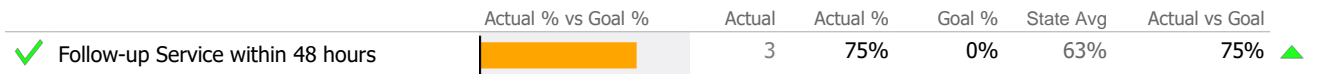
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	80	-51% ▼
Admits	17	43	-60% ▼
Discharges	9	59	-85% ▼
Service Hours	38	7	

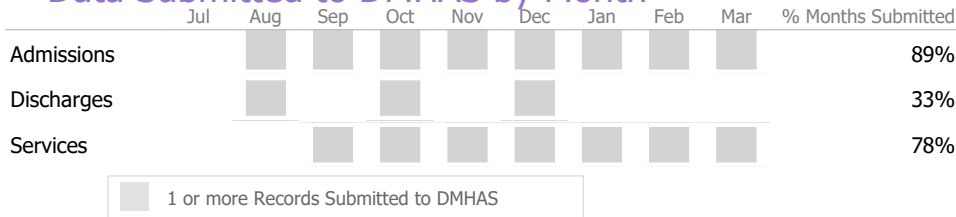
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	876	971	-10%
Admits	132	264	-50% ▼
Discharges	158	246	-36% ▼
Service Hours	7,539	8,499	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	86%
On-Time Periodic		
6 Month Updates	58%	55%
Co-occurring		
MH Screen Complete	45%	78%
SA Screen Complete	44%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	18%	50%	34%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		649	73%	60%	62%	13% ▲
Employed		219	25%	30%	23%	-5%
Stable Living Situation		773	87%	95%	74%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		678	93%	90%	84%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		88	69%	75%	76%	-6%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Program Activity

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

Service Utilization



Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ 1 or more Records Submitted to DMHAS

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Senior Outreach

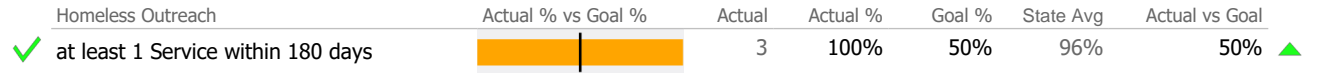
Bridges Healthcare Inc.

Mental Health - Case Management - Outreach & Engagement

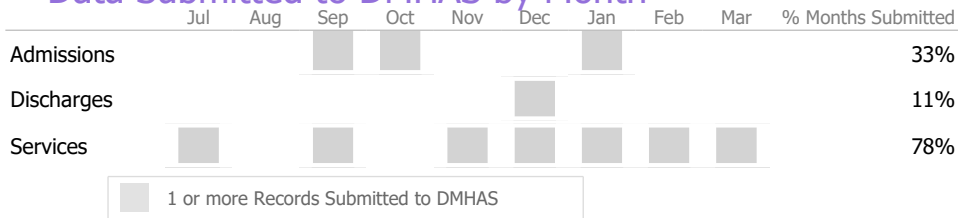
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	3	8	-63% ▼
Discharges	3	6	-50% ▼
Service Hours	58	86	-33% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

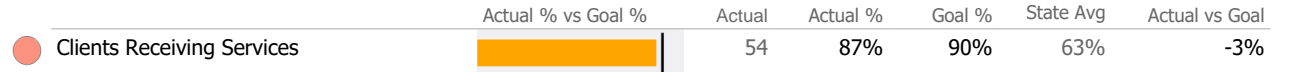
* State Avg based on 46 Active Outreach & Engagement Programs

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

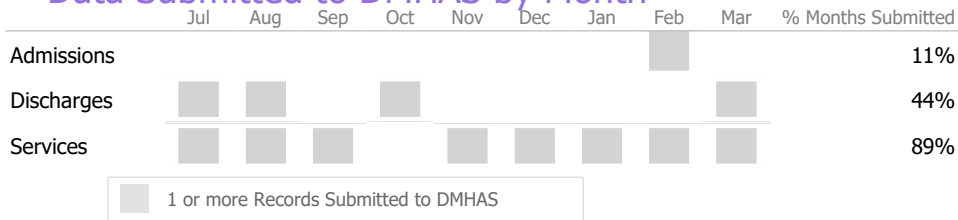
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	71	-7%
Admits	1	9	-89% ▼
Discharges	4	3	33% ▲
Service Hours	1,659	4,072	-59% ▼
Social Rehab/PHP/IOP Days	4	4,120	-100% ▼

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

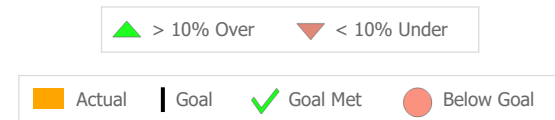
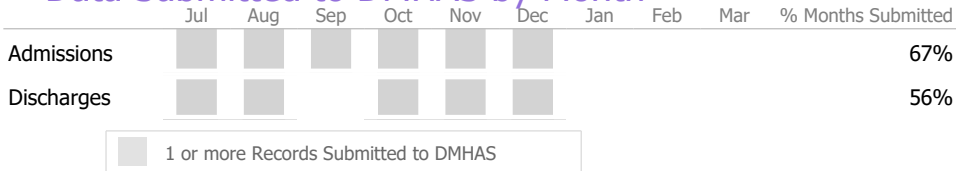
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	61	-52% ▼
Admits	21	43	-51% ▼
Discharges	28	45	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	 N/A	N/A
Co-occurring		
MH Screen Complete	 0%	38%
SA Screen Complete	 42%	45%
Diagnosis		
✓ Valid Axis I Diagnosis	 100%	13%

Data Submitted to DMHAS by Month



* State Avg based on 9 Active Peer Based Mentoring Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	61	-11% ▼
Admits	32	44	-27% ▼
Discharges	28	36	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	57%	88%
Valid TEDS Data	54%	96%
On-Time Periodic		
6 Month Updates	0%	24%
Co-occurring		
MH Screen Complete	0%	76%
SA Screen Complete	25%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

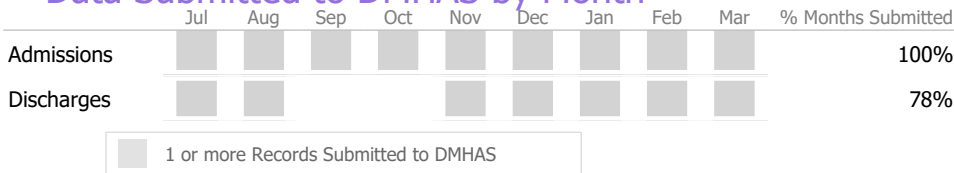
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	64%	50%	51%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		23	42%	50%	24%	-8%
● Stable Living Situation		44	80%	95%	65%	-15% ▼
● Abstinence/Reduced Drug Use		12	22%	55%	47%	-33% ▼
● Not Arrested		14	25%	75%	66%	-50% ▼
● Self Help		4	7%	60%	19%	-53% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	66	-15% ▼
Admits	22	28	-21% ▼
Discharges	22	36	-39% ▼
Service Hours	608	485	25% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		23	40%	35%	42%	5%

Service Utilization

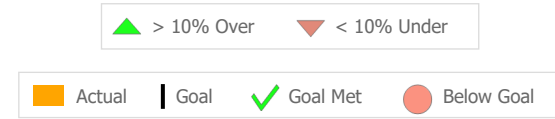
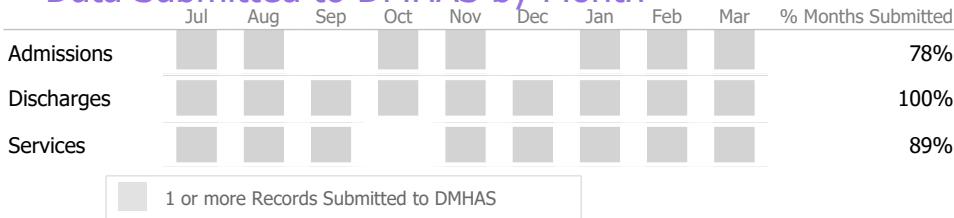
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

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

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	48	-2%
Admits	7	12	-42% ▼
Discharges	10	7	43% ▲
Service Hours	2,265	6,724	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
On-Time Periodic		
6 Month Updates	63%	91%
Co-occurring		
MH Screen Complete	91%	91%
SA Screen Complete	94%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	65%	44%	-25% ▼
No Re-admit within 30 Days of Discharge		10	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		1	25%	90%	57%	-65% ▼

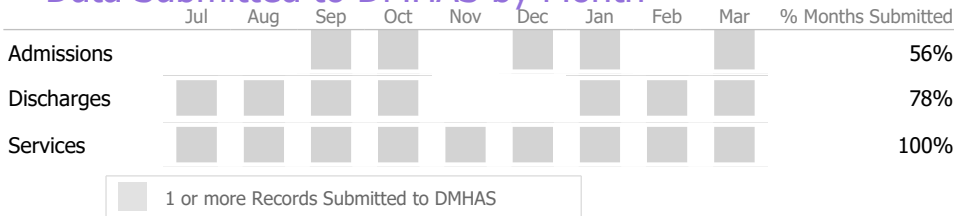
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	98%	60%	92%	38% ▲
Social Support		43	90%	60%	79%	30% ▲
Employed		15	31%	15%	15%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	99%	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	6	4	50% ▲
Admits	4	1	300% ▲
Discharges	2	2	0%
Service Hours	281	912	-69% ▼
Bed Days	648	935	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	60%	78%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

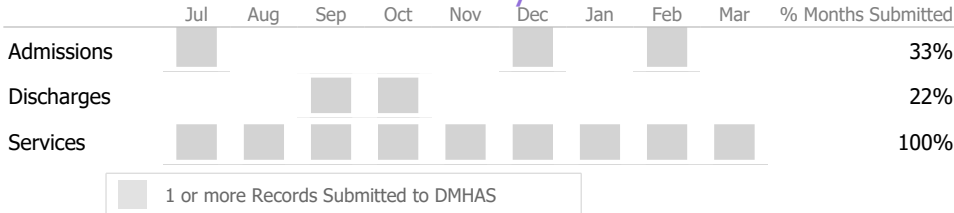
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	84%	7%
✓ Stable Living Situation		6	100%	95%	94%	5%
● Employed		1	17%	25%	9%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	636 days	0.4	59%	90%	93%	-31% ▼

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 79 Active Supervised Apartments Programs