

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,062	950	12%	▲
	Admits	284	176	61%	▲
	Discharges	273	200	37%	▲
	Service Hours	11,509	10,193	13%	▲
	Bed Days	778	505	54%	▲
	S.Rehab/PHP/IOP	3,561	4	88925%	

Consumer Satisfaction Survey (Based on 177 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		73%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	908	62.6%
	Community Support	215	14.8%
	Social Rehabilitation	66	4.6%
	Employment Services	55	3.8%
	ACT	49	3.4%
	Case Management	10	0.7%
	Residential Services	7	0.5%
	Addiction	Medication Assisted Treatment	53
Outpatient		32	2.2%
Forensic MH	Forensics Community-based	52	3.6%
Other	Other	3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	135	13%	9%	Female	545	51%	41%	
26-34	178	17%	21%	Male	517	49%	59%	
35-44	161	15%	23%	Transgender			0%	
45-54	179	17%	19%	Race	White/Caucasian	845	80% ▲	62%
55-64	228	21%	19%		Other	86	8%	13%
65+	181	17%	9%		Black/African American	80	8%	17%
					Unknown	33	3%	6%
Ethnicity	Non-Hispanic	834	79% ▲	68%	Asian	9	1%	1%
	Unknown	109	10%	11%	Am. Indian/Native Alaskan	8	1%	0%
	Hispanic-Other	71	7%	8%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hisp-Puerto Rican	42	4%	11%	Multiple Races			1%
Hispanic-Cuban	4	0%	0%					
Hispanic-Mexican	2	0%	1%					

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.

Addiction Outpatient 988200

Bridges Healthcare Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	97	120	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	87%
Valid TEDS Data	59%	87%
On-Time Periodic		
6 Month Updates	70%	18%
Co-occurring		
MH Screen Complete	33%	95%
SA Screen Complete	28%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		24	80%	95%	72%	-15% ▼
Abstinence/Reduced Drug Use		12	40%	55%	39%	-15% ▼
Not Arrested		17	57%	75%	74%	-18% ▼
Employed		5	17%	50%	30%	-33% ▼
Self Help		1	3%	60%	14%	-57% ▼

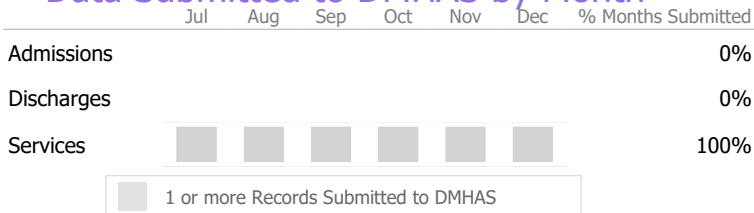
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	83%	90%	55%	-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%	63%	-75% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 107 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	2		
Admits	2	-	
Discharges	-	-	
Service Hours	6	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	65%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%
✓ Valid TEDS Data		38%

Service Engagement

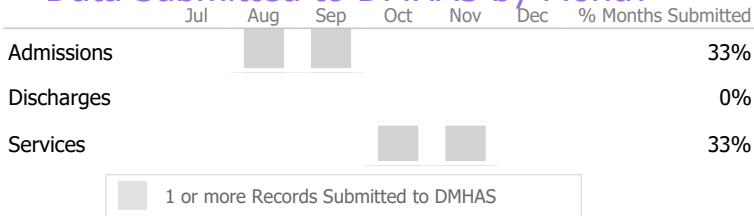
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	78%	25% ▲

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

Co-occurring	Actual	State Avg
MH Screen Complete		96%
SA Screen Complete		97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Gambling 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	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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%	42%	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%	59%	-60% ▼
Stable Living Situation		0	0%	95%	69%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	80%	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%	77%	-75% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity


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

Data Submission Quality


Data Entry	Actual	State Avg
Valid NOMS Data	 N/A 94%	
On-Time Periodic		
6 Month Updates	 N/A 56%	

Data Submitted to DMHAS by Month

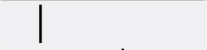
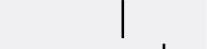
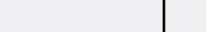
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%



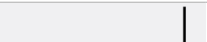
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	51%	-60% ▼
Stable Living Situation		N/A	N/A	80%	80%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	196	10%
Admits	25	21	19% ▲
Discharges	36	16	125% ▲
Service Hours	2,552	1,941	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	59%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	42%	96%
SA Screen Complete	41%	95%
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		19	53%	65%	57%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		183	85%	60%	80%	25% ▲
Stable Living Situation		194	90%	80%	86%	10%
Employed		32	15%	20%	14%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		174	97%	90%	98%	7%

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

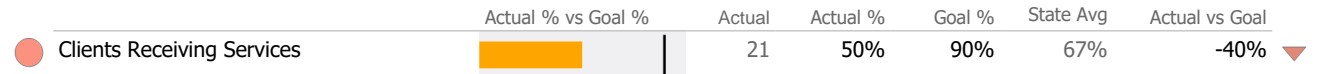
* State Avg based on 36 Active CSP Programs

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

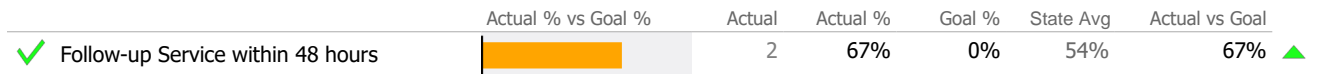
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	31	68% ▲
Admits	18	9	100% ▲
Discharges	11	9	22% ▲
Service Hours	79	13	

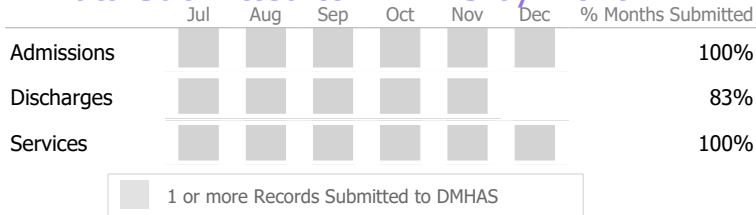
Service Utilization



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	907	831	9%
Admits	157	85	85% ▲
Discharges	155	101	53% ▲
Service Hours	5,059	4,954	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	45%	89%
SA Screen Complete	44%	89%
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		33	21%	50%	42%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		664	73%	60%	59%	13% ▲
Employed		229	25%	30%	23%	-5%
Stable Living Situation		756	83%	95%	69%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		685	90%	90%	80%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		118	76%	75%	77%	1%

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 74 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	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

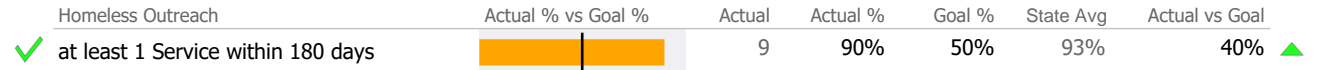
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

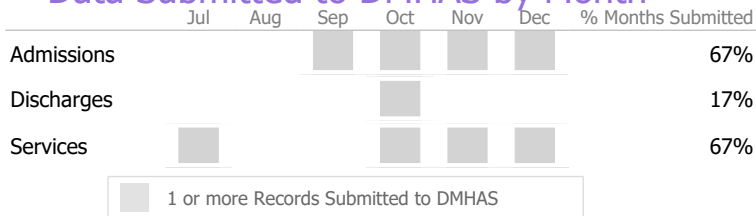
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	10	2	400% ▲
Discharges	1	3	-67% ▼
Service Hours	18	40	-55% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

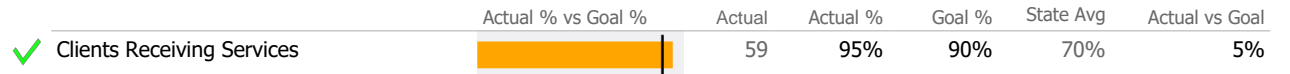
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active Outreach & Engagement Programs

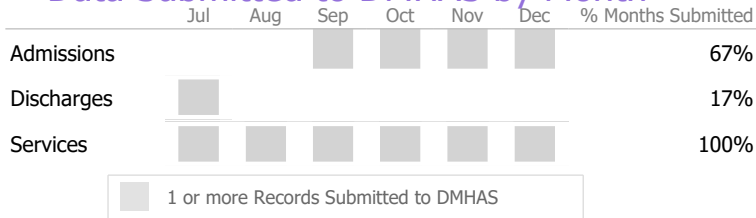
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	61	8%
Admits	7	-	
Discharges	5	3	67% ▲
Service Hours	279	1,100	-75% ▼
Social Rehab/PHP/IOP Days	3,561	4	88925%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	34	56% ▲
Admits	38	22	73% ▲
Discharges	36	19	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	91%
Valid TEDS Data	53%	92%
On-Time Periodic		
6 Month Updates	0%	24%
Co-occurring		
MH Screen Complete	0%	75%
SA Screen Complete	82%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	28%	50%	48%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		26	49%	50%	20%	-1%
Stable Living Situation		49	92%	95%	59%	-3%
Not Arrested		36	68%	75%	62%	-7%
Abstinence/Reduced Drug Use		19	36%	55%	41%	-19% ▼
Self Help		3	6%	60%	14%	-54% ▼

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 20 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	55	42	31% ▲
Admits	17	6	183% ▲
Discharges	19	12	58% ▲
Service Hours	557	371	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	41%	35%	49%	6%

Service Utilization

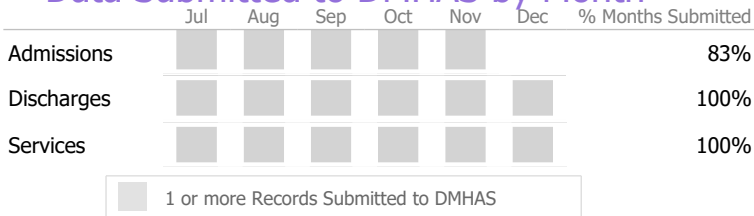
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	97%	90%	94%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	46	7%
Admits	8	6	33% ▲
Discharges	7	6	17% ▲
Service Hours	2,429	1,498	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic		
6 Month Updates	50%	89%
Co-occurring		
MH Screen Complete	96%	95%
SA Screen Complete	96%	93%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	65%	52%	-22% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	96%	-2%
Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

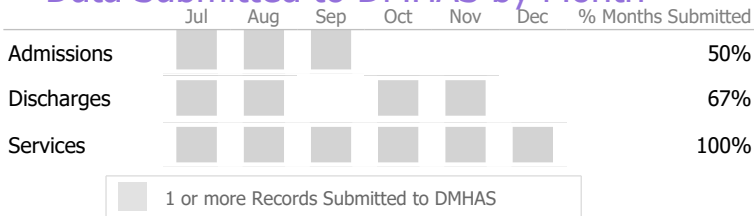
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		43	88%	60%	92%	28% ▲
Social Support		39	80%	60%	79%	20% ▲
Employed		14	29%	15%	16%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	98%	90%	99%	8%

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	7	4	75% ▲
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	433	155	179% ▲
Bed Days	778	505	54% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	75%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	86%	40% ▲
Stable Living Situation		7	100%	95%	96%	5%
Employed		1	14%	25%	13%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	339 days	0.4	106%	90%	94%	16% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							17%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs