

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,166	1,007	16%	▲
	Admits	413	289	43%	▲
	Discharges	389	309	26%	▲
	Service Hours	17,217	15,877	8%	
	Bed Days	1,191	843	41%	▲
	S.Rehab/PHP/IOP	4,177	4,104	325%	

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

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

	Outpatient		1,002	63.8%
	Community Support		216	13.7%
	Social Rehabilitation		68	4.3%
	Employment Services		57	3.6%
	ACT		50	3.2%
	Case Management		12	0.8%
	Residential Services		7	0.4%

Addiction

	Medication Assisted Treatment		64	4.1%
	Outpatient		35	2.2%
	Case Management		2	0.1%

Forensic MH

	Forensics Community-based		55	3.5%
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Other

	Other		3	0.2%
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Client Demographics

Age

	#	%	State Avg
18-25		154	13%
26-34		196	22%
35-44		180	23%
45-54		196	19%
55-64		243	19%
65+		197	8%

Gender

	#	%	State Avg
Female		587	50%
Male		579	59%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian		917	62%
Other		96	13%
Black/African American		95	17%
Unknown		38	6%
Asian		11	1%
Am. Indian/Native Alaskan		8	0%
Hawaiian/Other Pacific Islander		1	0%
Multiple Races			1%

Ethnicity

	#	%	State Avg
Non-Hispanic		916	79%
Unknown		118	10%
Hispanic-Other		77	7%
Hisp-Puerto Rican		48	11%
Hispanic-Cuban		5	0%
Hispanic-Mexican		2	1%

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

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	141	182	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	87%
Valid TEDS Data	60%	85%
On-Time Periodic		
6 Month Updates	70%	15%

Co-occurring	Actual	State Avg
MH Screen Complete	30%	92%
SA Screen Complete	25%	93%

Diagnosis	Actual	State Avg
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
Abstinence/Reduced Drug Use		13	43%	55%	42%	-12% ▼
Stable Living Situation		24	80%	95%	75%	-15% ▼
Not Arrested		16	53%	75%	76%	-22% ▼
Employed		5	17%	50%	33%	-33% ▼
Self Help		1	3%	60%	15%	-57% ▼

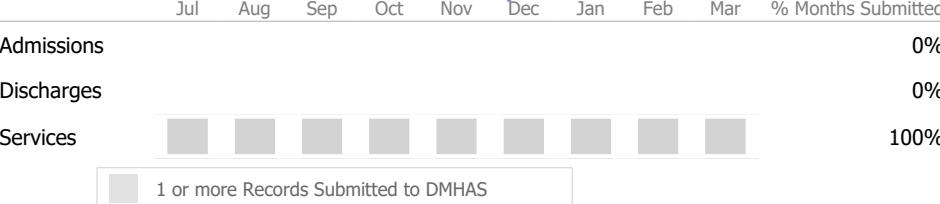
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	83%	90%	58%	-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%	65%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 108 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
Discharges	1	-	
Service Hours	22	-	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	93%
✓ Valid TEDS Data	17%	24%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	74%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	50%	44%
✓ SA Screen Complete	50%	50%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	75%	66%	-75%

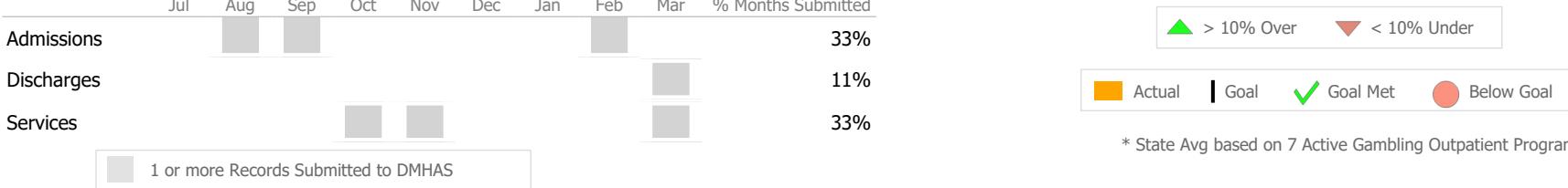
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	92%	10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	80%	75%	81%	5%

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Gambling Outpatient Programs

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	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	25%	-30% ▼
Social Support		0	0%	60%	61%	-60% ▼
Stable Living Situation		0	0%	95%	72%	-95% ▼

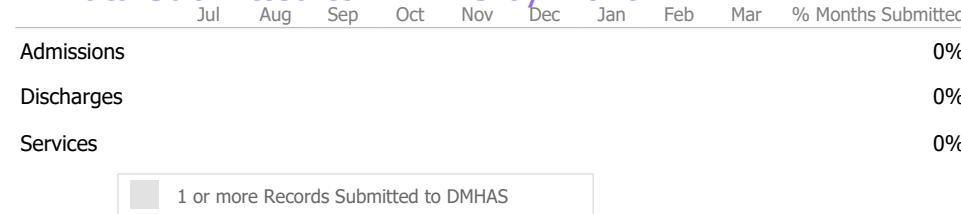
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	82%	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%	78%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

█ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	-	-	
Service Hours	8	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	92%
On-Time Periodic		
6 Month Updates	N/A	49%

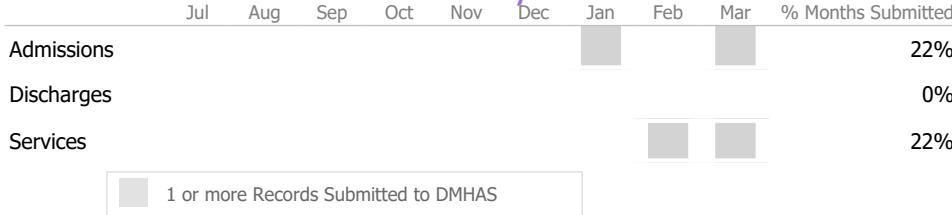
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	67%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	79%	20% ▲
● Employed		0	0%	20%	27%	-20% ▼
● Self Help		0	0%	60%	51%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	76%	10%

Data Submitted to DMHAS by Month



▲ > 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	216	217	0%
Admits	27	43	-37% ▼
Discharges	52	30	73% ▲
Service Hours	3,536	3,230	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	36%	96%
SA Screen Complete	36%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

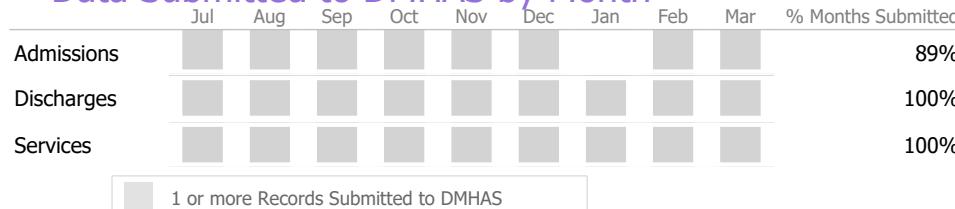
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	58%	65%	57%	-7%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		190	88%	60%	80%	28% ▲
✓ Stable Living Situation		202	93%	80%	87%	13% ▲
● Employed		35	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		163	98%	90%	98%	8%

Data Submitted to DMHAS by Month



▲ > 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	3	4	-25%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry Actual State Avg

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	87%

Diagnosis	Actual	State Avg
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	40	38% ▲
Admits	21	18	17% ▲
Discharges	28	9	211% ▲
Service Hours	109	38	188% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

22 79% 90% 73% -11% ▼

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Follow-up Service within 48 hours

Actual % vs Goal %

Actual

Actual %

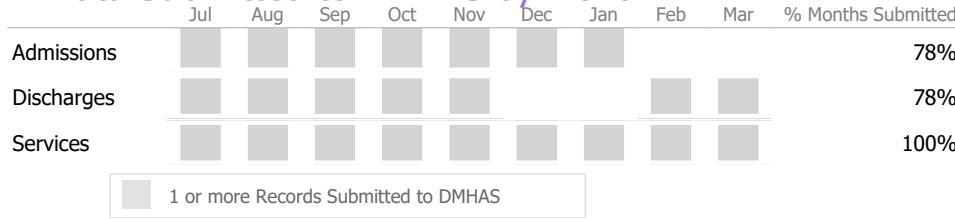
Goal %

State Avg

Actual vs Goal

2 67% 0% 61% 67% ▲

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	1,001	879	14%	▲
Admits	255	135	89%	▲
Discharges	214	163	31%	▲
Service Hours	7,846	7,539	4%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	88%
On-Time Periodic		Actual	State Avg
6 Month Updates		45%	53%
Co-occurring		Actual	State Avg
MH Screen Complete		46%	90%
SA Screen Complete		45%	90%
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		42	20%	50%	41%	-30% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		739	73%	60%	61%	13% ▲
Employed		263	26%	30%	25%	-4%
Stable Living Situation		864	85%	95%	72%	-10%

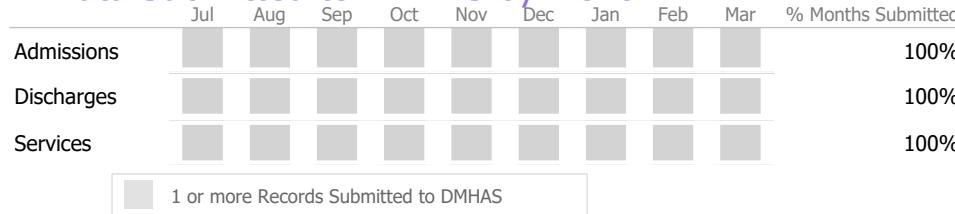
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		728	91%	90%	82%	1%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		185	73%	75%	78%	-2%

Data Submitted to DMHAS by Month



▲ > 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

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	72%	N/A

Data Submitted to DMHAS by Month

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

Admissions 0%

> 10% Over < 10% Under

Discharges 0%

Actual Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

1 or more Records Submitted to DMHAS

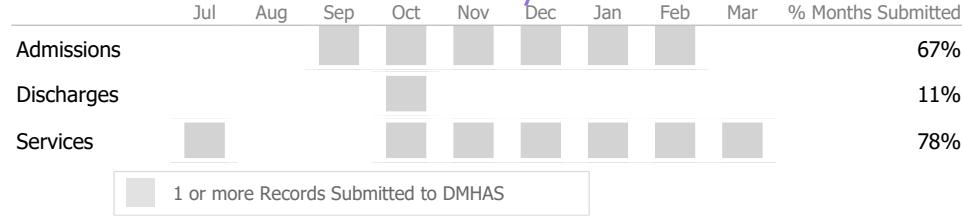
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	10	20%	▲
Admits	12	3	300%	▲
Discharges	1	3	-67%	▼
Service Hours	32	58	-45%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	92%	50%	94%	42% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

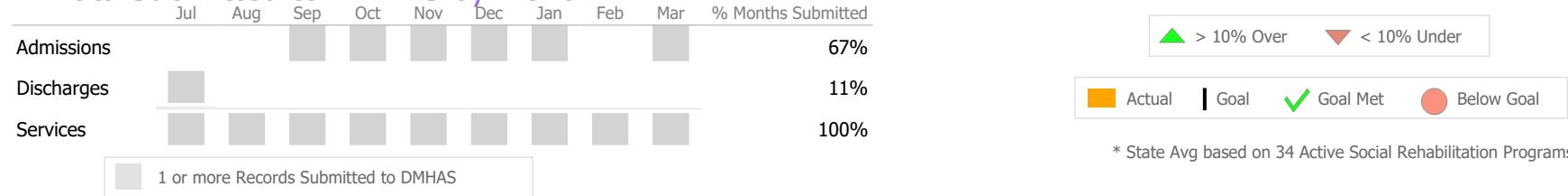
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	62	10%
Admits	9	1	800% ▲
Discharges	5	4	25% ▲
Service Hours	339	1,659	-80% ▼
Social Rehab/PHP/IOP Days	4,177	4	104325% ▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	60	94%	90%	72%	4%	

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	43	49%	▲
Admits	50	32	56%	▲
Discharges	51	32	59%	▲

Data Submission Quality

	Actual	State Avg
Data Entry		
Valid NOMS Data	89%	92%

	Actual	State Avg
On-Time Periodic		
6 Month Updates	0%	28%

	Actual	State Avg
Co-occurring		
MH Screen Complete	0%	76%

	Actual	State Avg
SA Screen Complete	84%	93%

	Actual	State Avg
Diagnosis		
Valid Axis I Diagnosis	100%	100%

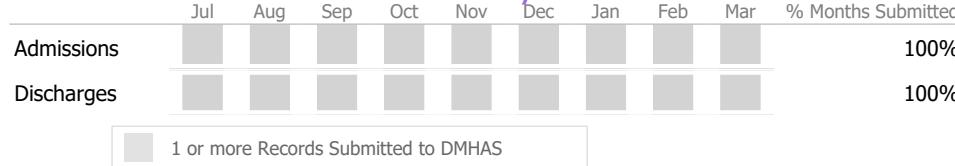
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	27%	50%	44%	-23% ▼

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		61	94%	95%	63%	-1%
Not Arrested		46	71%	75%	66%	-4%
Employed		27	42%	50%	22%	-8%
Abstinence/Reduced Drug Use		23	35%	55%	44%	-20% ▼
Self Help		3	5%	60%	15%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

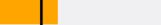
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	56	2%
Admits	20	22	-9%
Discharges	22	24	-8%
Service Hours	818	608	35% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	43%	35%	47%	8%

Service Utilization

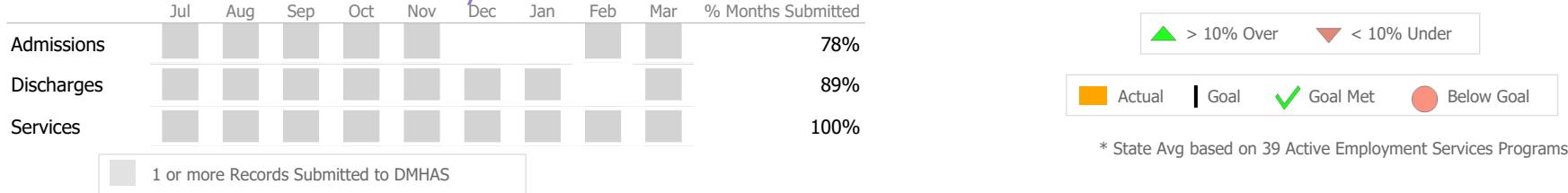
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		64% 92%

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

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	48	4%
Admits	10	8	25% ▲
Discharges	11	11	0%
Service Hours	3,665	2,282	61% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 65%;"><div style="width: 55%;"></div></div>	6	55%	65%	48%	-10% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 90%;"><div style="width: 85%;"></div></div>	9	90%	85%	96%	5% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0	0%	90%	42%	-90% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	<div style="width: 97%;"><div style="width: 97%;"></div></div>	97%	84%
On-Time Periodic	<div style="width: 38%;"><div style="width: 38%;"></div></div>	38%	84%
● 6 Month Updates	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete	<div style="width: 97%;"><div style="width: 97%;"></div></div>	97%	95%
✓ SA Screen Complete	<div style="width: 97%;"><div style="width: 97%;"></div></div>	97%	92%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	98%

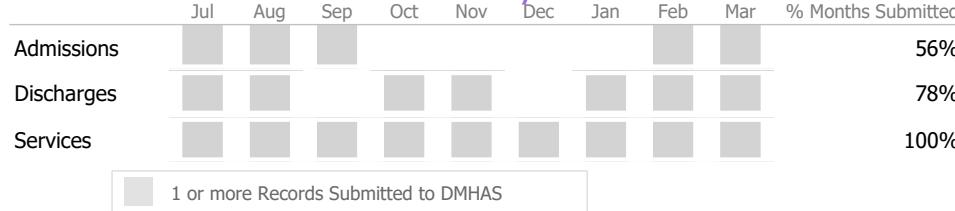
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 92%;"><div style="width: 92%;"></div></div>	47	92%	60%	91%	32% ▲
✓ Social Support	<div style="width: 84%;"><div style="width: 84%;"></div></div>	43	84%	60%	79%	24% ▲
✓ Employed	<div style="width: 37%;"><div style="width: 15%;"></div></div>	19	37%	15%	17%	22% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 98%;"><div style="width: 98%;"></div></div>	39	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	2	5	-60%	▼
Discharges	3	2	50%	▲
Service Hours	703	282	150%	▲
Bed Days	1,191	843	41%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	78%
On-Time Periodic 6 Month Updates	67%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
Treatment Completed Successfully		0	0%	60%	72%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	

Recovery

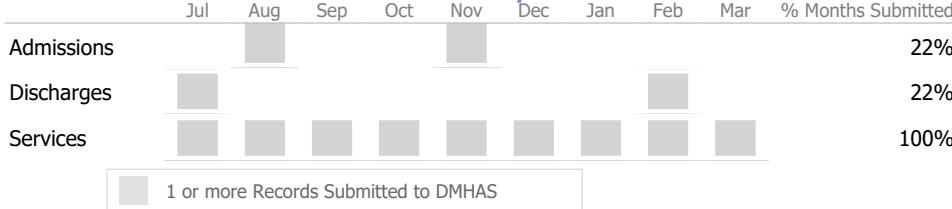
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	85%	40% ▲
✓ Stable Living Situation		7	100%	95%	95%	5%
● Employed		1	14%	25%	12%	-11% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		4	385 days	0.3	109%	90%	92%	19%	▲



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 80 Active Supervised Apartments Programs