Bridges Healthcare Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Provider Activity
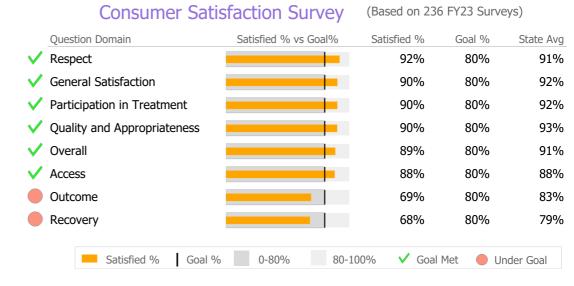
Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,027	982	5%	
	Admits	139	171	-19%	▼
	Discharges	90	139	-35%	▼
	Service Hours	5,835	6,108	-4%	
	Bed Days	368	368	0%	
	S.Rehab/PHP/IOP	1,197	1,399	-14%	▼

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

Consumer Satisfaction Survey   (Based on 236 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		92%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Participation in Treatment		90%	80%	92%
✓	Quality and Appropriateness		90%	80%	93%
✓	Overall		89%	80%	91%
✓	Access		88%	80%	88%
🔴	Outcome		69%	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		872	63.7%
	Community Support		185	13.5%
	Social Rehabilitation		78	5.7%
	Employment Services		41	3.0%
	ACT		33	2.4%
	Case Management		16	1.2%
	Residential Services		4	0.3%
Forensic MH				
	Forensics Community-based		87	6.4%
Addiction				
	Outpatient		36	2.6%
	Medication Assisted Treatment		16	1.2%

Client Demographics

Age		#	%	State Avg
18-25		108	11%	8%
26-34		152	15%	18%
35-44		168	16%	24%
45-54		160	16%	19%
55-64		214	21%	20%
65+		224	22% ▲	11%

Gender		#	%	State Avg
Male		516	50%	58%
Female		510	50%	42%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		816	79% ▲	66%
Unknown		91	9%	13%
Hispanic-Other		70	7%	10%
Hisp-Puerto Rican		42	4%	11%
Hispanic-Cuban		5	0%	0%
Hispanic-Mexican		3	0%	1%

Race		#	%	State Avg
White/Caucasian		809	79% ▲	60%
Black/African American		85	8%	17%
Other		81	8%	12%
Unknown		30	3%	8%
Asian		12	1%	1%
Am. Indian/Native Alaskan		8	1%	1%
Hawaiian/Other Pacific Islander		2	0%	0%
Multiple Races				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.
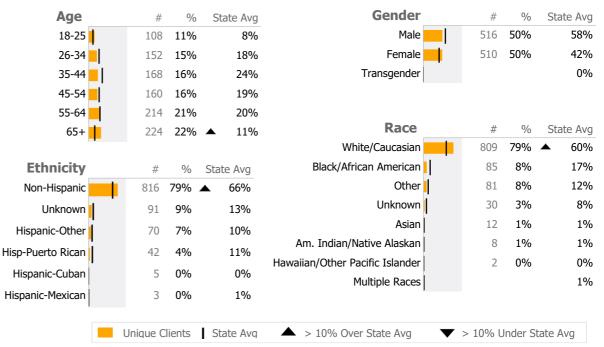
Addiction Outpatient 988200
Bridges Healthcare Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
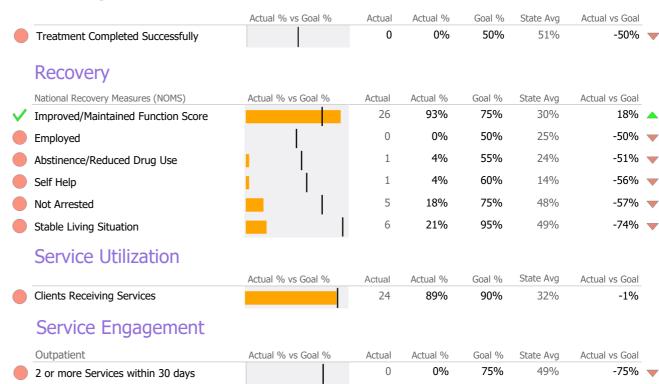Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	30	-7%	
Admits	-	-		
Discharges	1	2	-50%	▼
Service Hours	35	42	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	89%
Valid TEDS Data		0%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		11%	11%

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		0	0%	50%	51%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score		26	93%	75%	30%	18%	▲
● Employed		0	0%	50%	25%	-50%	▼
● Abstinence/Reduced Drug Use		1	4%	55%	24%	-51%	▼
● Self Help		1	4%	60%	14%	-56%	▼
● Not Arrested		5	18%	75%	48%	-57%	▼
● Stable Living Situation		6	21%	95%	49%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	89%	90%	32%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	49%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges			▪	33%
Services	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual	| Goal	✓ Goal Met	● Below Goal

* State Avg based on 103 Active Standard Outpatient Programs

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

Bettor Choice
Bridges Healthcare Inc.
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	34	24	44%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	43%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	83%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	46%	-75%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A	98%
Valid TEDS Data		N/A	29%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	80%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 7 Active Gambling Outpatient Programs

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

CSP 230
Bridges Healthcare Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	185	189	-2%	
Admits	10	41	-76%	▼
Discharges	10	17	-41%	▼
Service Hours	1,090	1,031	6%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		76%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		62%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		2	20%	65%	53%	-45%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Function Score		147	88%	65%	50%	23%	▲
✔	Social Support		122	66%	60%	79%	6%	
✔	Stable Living Situation		156	84%	80%	87%	4%	
●	Employed		31	17%	20%	14%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		164	94%	90%	93%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
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 35 Active CSP Programs

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

Jail Diversion 309-341
Bridges Healthcare Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	23	278%	▲
Admits	22	1	2100%	▲
Discharges	4	1	300%	▲
Service Hours	88	17		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		56	67%	90%	68%	-23%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		2	100%	0%	84%	100%	▲

	▲ > 10% Over	▼ < 10% Under

Actual		Goal	✔ Goal Met	🔴 Below Goal

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

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

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

Mental Health Outpatient309210
Bridges Healthcare Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	872	855	2%	
Admits	93	92	1%	
Discharges	68	98	-31%	▼
Service Hours	1,976	2,588	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		17%	55%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		14	21%	50%	37%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Improved/Maintained Function Score		582	77%	75%	35%	2%	
● Employed		155	18%	30%	23%	-12%	▼
● Social Support		390	45%	60%	62%	-15%	▼
● Stable Living Situation		436	50%	95%	71%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		622	77%	90%	79%	-13%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		45	49%	75%	61%	-26%	▼

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 75 Active Standard Outpatient Programs

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

Senior Outreach and Engagement
Bridges Healthcare Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
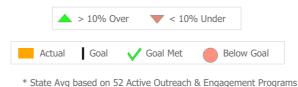Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	25	-36%	▼
Admits	-	9	-100%	▼
Discharges	1	1	0%	
Service Hours		30	-99%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	89%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges			▢	33%
Services	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

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

Social Rehab 309-280
Bridges Healthcare Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	69	13%	▲
Admits	2	4	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	209	312	-33%	▼
Social Rehab/PHP/IOP Days	1,197	1,399	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		46	59%	90%	67%	-31%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢		67%
Discharges				0%
Services	▢	▢	▢	100%

▢ 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

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

SOR-Mobile MAT
Bridges Healthcare Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	28	-43%	▼
Admits	5	11	-55%	▼
Discharges	2	14	-86%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%
✓	Valid TEDS Data	71%	57%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	29%	41%

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%	50%	42%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		12	75%	75%	62%	0%	
🔴	Abstinence/Reduced Drug Use		7	44%	55%	50%	-11%	▼
🔴	Stable Living Situation		13	81%	95%	59%	-14%	▼
🔴	Employed		5	31%	50%	28%	-19%	▼
🔴	Self Help		3	19%	60%	15%	-41%	▼
🔴	Improved/Maintained Function Score		0	0%	75%	22%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢		67%
Discharges	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

Vocational Services
Bridges Healthcare Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	42	-2%	
Admits	6	8	-25%	▼
Discharges	3	3	0%	
Service Hours	270	303	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		13	32%	35%	41%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		66%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		67%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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 Employment Services Programs

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

YAS 309-220
Bridges Healthcare Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	39	-15%	▼
Admits	1	1	0%	
Discharges	1	1	0%	
Service Hours	1,800	1,468	23%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		80%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	65%	61%	35%	▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	84%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	31%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		31	94%	60%	77%	34%	▲
✓ Stable Living Situation		31	94%	60%	89%	34%	▲
✓ Employed		13	39%	15%	14%	24%	▲
🔴 Improved/Maintained Function Score		23	74%	85%	26%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	97%	7%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

YAS Supervised Apt
Bridges Healthcare Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	4	0%	
Admits	-	-		
Discharges	-	-		
Service Hours	333	284	17%	▲
Bed Days	368	368	0%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	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%	80%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	100%	60%	84%	40%	▲
✓	Stable Living Situation		4	100%	95%	93%	5%	
✓	Employed		1	25%	25%	13%	0%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	89%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		4	650 days	1.0	100%	90%	95%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

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