Bridges Healthcare Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023   (Data as of Mar 26, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,135	1,058	7%	
	Admits	268	292	-8%	
	Discharges	164	230	-29%	▼
	Service Hours	11,205	11,631	-4%	
	Bed Days	585	709	-17%	▼
	S.Rehab/PHP/IOP	2,285	3,063	-25%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	959	63.8%
	Community Support	191	12.7%
	Social Rehabilitation	81	5.4%
	Employment Services	43	2.9%
	ACT	35	2.3%
	Case Management	26	1.7%
	Residential Services	4	0.3%
Forensic MH			
	Forensics Community-based	102	6.8%
Addiction			
	Outpatient	39	2.6%
	Medication Assisted Treatment	23	1.5%

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%

Legend: ▬ Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✔ Goal Met 🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg	
18-25	118	10%	8%	
26-34	180	16%	19%	
35-44	192	17%	24%	
45-54	174	15%	18%	
55-64	229	20%	19%	
65+	241	21%	10%	▲

Gender

Gender	#	%	State Avg
Male	568	50%	59%
Female	565	50%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg	
Non-Hispanic	903	80%	65%	▲
Unknown	96	8%	14%	
Hispanic-Other	81	7%	10%	
Hisp-Puerto Rican	47	4%	10%	
Hispanic-Cuban	5	0%	0%	
Hispanic-Mexican	3	0%	1%	

Race

Race	#	%	State Avg	
White/Caucasian	895	79%	60%	▲
Black/African American	98	9%	17%	
Other	87	8%	12%	
Unknown	32	3%	8%	
Asian	13	1%	1%	
Am. Indian/Native Alaskan	8	1%	1%	
Hawaiian/Other Pacific Islander	2	0%	0%	
Multiple Races			1%	

Legend: ▬ 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	30	-7%	
Admits	-	-		
Discharges	3	2	50%	▲
Service Hours	69	80	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	88%
Valid TEDS Data		0%	75%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		4%	10%

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		1	33%	50%	53%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score		26	93%	75%	41%	18%	▲
● Employed		0	0%	50%	28%	-50%	▼
● Abstinence/Reduced Drug Use		1	4%	55%	28%	-51%	▼
● Self Help		1	4%	60%	15%	-56%	▼
● Not Arrested		5	18%	75%	53%	-57%	▼
● Stable Living Situation		7	25%	95%	55%	-70%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		23	92%	90%	37%	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%	45%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges			▪	▪	▪		50%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
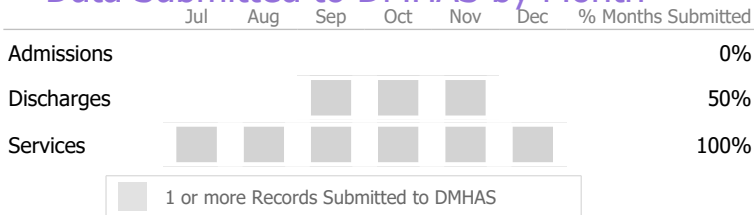
△ > 10% Over   ▽ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 101 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	3	3	0%	
Discharges	-	2	-100%	▼
Service Hours	74	50	49%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	54%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	84%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	67%	75%	55%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	98%
Valid TEDS Data		0%	26%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	74%

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

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS
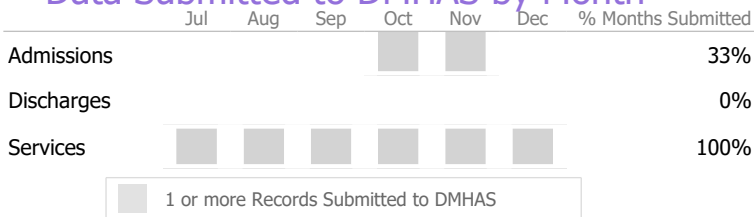
▲ > 10% Over   ▼ < 10% Under

▪ 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	191	208	-8%	
Admits	16	60	-73%	▼
Discharges	16	30	-47%	▼
Service Hours	2,030	2,036	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		72%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		61%	80%

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		7	44%	65%	52%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Improved/Maintained Function Score		151	86%	65%	54%	21%	▲
✔ Social Support		129	68%	60%	79%	8%	
✔ Stable Living Situation		160	84%	80%	87%	4%	
🔴 Employed		30	16%	20%	15%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		169	97%	90%	97%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢		67%
Discharges	▢	▢	▢		▢	▢	83%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
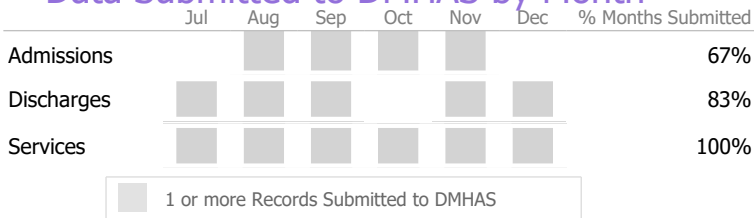
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

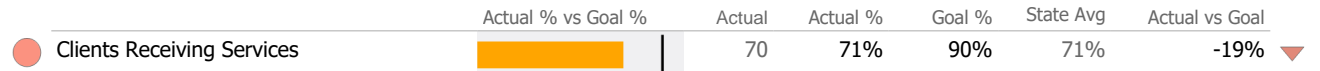* State Avg based on 35 Active CSP Programs

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

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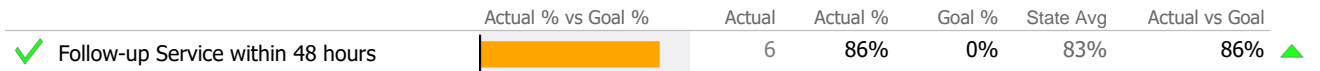Bridges Healthcare Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	35	191%	▲
Admits	37	13	185%	▲
Discharges	4	2	100%	▲
Service Hours	116	44	166%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		70	71%	90%	71%	-19%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		6	86%	0%	83%	86%	▲

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS
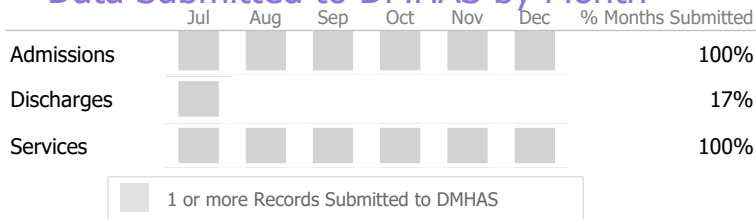
▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

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

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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	959	913	5%	
Admits	179	154	16%	▲
Discharges	121	148	-18%	▼
Service Hours	3,950	4,692	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		16%	52%

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		25	21%	50%	38%	-29%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Social Support		492	51%	60%	63%	-9%	
✔	Improved/Maintained Function Score		630	77%	75%	41%	2%	
●	Employed		187	19%	30%	25%	-11%	▼
●	Stable Living Situation		547	57%	95%	72%	-38%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		709	84%	90%	84%	-6%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		83	47%	75%	61%	-28%	▼

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 77 Active Standard Outpatient Programs

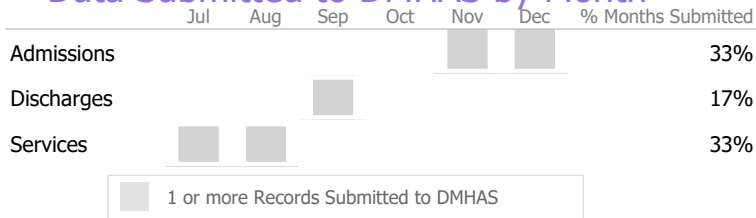Variances in data may be indicative of operational adjustments related to the pandemic.

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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	27	-4%	
Admits	5	11	-55%	▼
Discharges	1	2	-50%	▼
Service Hours		42	-99%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 at least 1 Service within 180 days	[bar]	2	40%	50%	92%	-10%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▌Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 54 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	71	14%	▲
Admits	5	6	-17%	▼
Discharges	-	1	-100%	▼
Service Hours	259	460	-44%	▼
Social Rehab/PHP/IOP Days	2,285	3,063	-25%	▼

Service Utilization
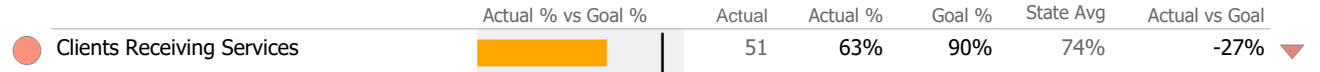
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▭	51	63%	90%	74%	-27%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨	▨		▨	▨		67%
Discharges							0%
Services	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS
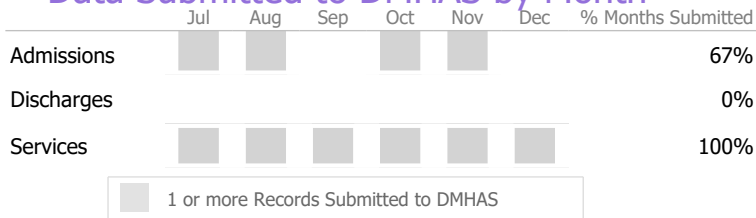
▲ > 10% Over   ▼ < 10% Under

🟧 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	36	-36%	▼
Admits	12	19	-37%	▼
Discharges	8	25	-68%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	25%	50%	47%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Not Arrested		17	74%	75%	66%	-1%	
● Stable Living Situation		20	87%	95%	61%	-8%	
● Employed		7	30%	50%	30%	-20%	▼
● Abstinence/Reduced Drug Use		7	30%	55%	52%	-25%	▼
● Self Help		4	17%	60%	20%	-43%	▼
● Improved/Maintained Function Score		0	0%	75%	27%	-75%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	96%
✔ Valid TEDS Data		57%	60%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	39%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪	▪	▪	83%
Discharges	▪	▪		▪	▪	▪	83%

▪ 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	50	-14%	▼
Admits	8	16	-50%	▼
Discharges	6	11	-45%	▼
Service Hours	526	581	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		18	42%	35%	43%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		66%	93%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		63%	77%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%
Services							100%

1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
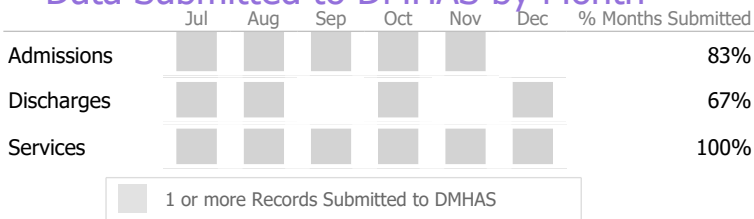
Actual | Goal   ✓ Goal Met   ● Below Goal

* 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	43	-19%	▼
Admits	3	5	-40%	▼
Discharges	2	5	-60%	▼
Service Hours	3,670	3,017	22%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	86%

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		1	50%	65%	53%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	83%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	51%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		33	94%	60%	77%	34%	▲
✓	Stable Living Situation		29	83%	60%	89%	23%	▲
✓	Employed		13	37%	15%	15%	22%	▲
🔴	Improved/Maintained Function Score		27	82%	85%	27%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	97%	90%	98%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▉			▉		▉	50%
Discharges	▉					▉	33%
Services	▉	▉	▉	▉	▉	▉	100%

☐ 1 or more Records Submitted to DMHAS
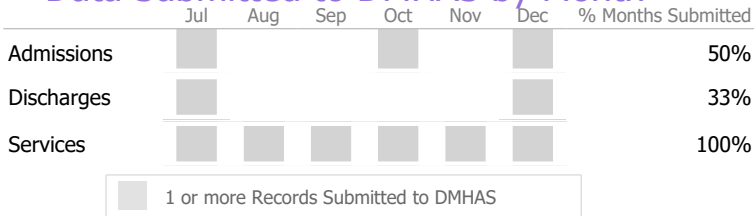
▲ > 10% Over   ▼ < 10% Under

▉ 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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	4	0%	
Admits	-	-		
Discharges	3	1	200%	▲
Service Hours	511	540	-5%	
Bed Days	585	709	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	91%	89%

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		3	100%	60%	66%	40%	▲
●	Follow-up within 30 Days of Discharge		1	33%	90%	86%	-57%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	100%	60%	86%	40%	▲
✓	Stable Living Situation		4	100%	95%	96%	5%	
●	Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		4	669 days	0.5	79%	90%	91%	-11%	▼

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				☐	☐	☐	50%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS
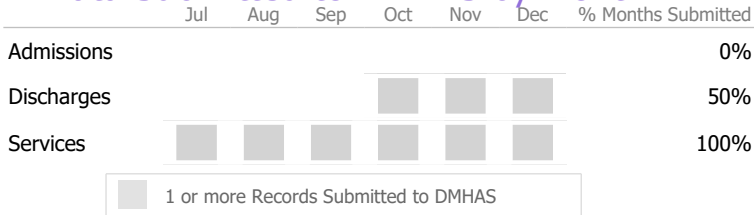
▲ > 10% Over	▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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