

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,240	1,121	11%	▲
	Admits	400	392	2%	
	Discharges	271	344	-21%	▼
	Service Hours	16,387	17,251	-5%	
	Bed Days	794	979	-19%	▼
	S.Rehab/PHP/IOP	3,528	4,906	-28%	▼

▲ > 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	1,051	64.4%
	Community Support	204	12.5%
	Social Rehabilitation	83	5.1%
	Employment Services	46	2.8%
	ACT	37	2.3%
	Case Management	26	1.6%
	Residential Services	6	0.4%
	Forensic MH	Forensics Community-based	116
Addiction		Outpatient	39
	Medication Assisted Treatment	25	1.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	132	11%	9%	Male	630	51%	59%	
26-34	201	16%	20%	Female	608	49%	40%	
35-44	219	18%	25%	Transgender			0%	
45-54	191	15%	18%	Race	White/Caucasian	984	79% ▲	59%
55-64	244	20%	19%		Black/African American	110	9%	17%
65+	251	20%	10%		Other	91	7%	12%
					Unknown	30	2%	9%
Ethnicity	Non-Hispanic	1,000	81% ▲	64%	Asian	15	1%	1%
	Unknown	95	8%	14%	Am. Indian/Native Alaskan	8	1%	1%
	Hispanic-Other	91	7%	10%	Hawaiian/Other Pacific Islander	2	0%	0%
	Hisp-Puerto Rican	46	4%	10%	Multiple Races			1%
	Hispanic-Cuban	5	0%	0%				
Hispanic-Mexican	3	0%	1%					

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	30	-7%
Admits	-	-	
Discharges	4	2	100% ▲
Service Hours	101	117	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	89%
Valid TEDS Data	0%	67%
On-Time Periodic		
6 Month Updates	8%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	52%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		25	89%	75%	46%	14% ▲
● Employed		1	4%	50%	30%	-46% ▼
● Abstinence/Reduced Drug Use		1	4%	55%	32%	-51% ▼
● Not Arrested		6	21%	75%	58%	-54% ▼
● Self Help		1	4%	60%	16%	-56% ▼
● Stable Living Situation		7	25%	95%	59%	-70% ▼

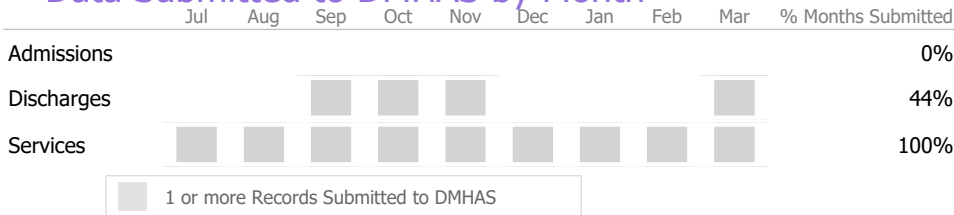
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	41%	6%

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



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	3	4	-25% ▼
Discharges	-	2	-100% ▼
Service Hours	113	75	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	98%
Valid TEDS Data	0%	28%
On-Time Periodic		
6 Month Updates	13%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	53%	N/A

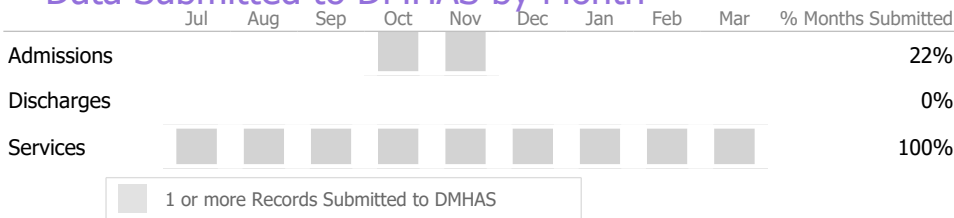
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	82%	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%	60%	-8%

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	204	220	-7%
Admits	29	74	-61% ▼
Discharges	32	46	-30% ▼
Service Hours	2,922	3,155	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	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		15	47%	65%	51%	-18% ▼

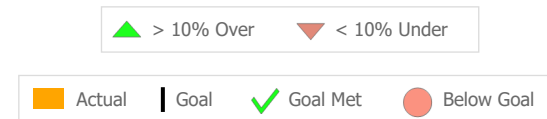
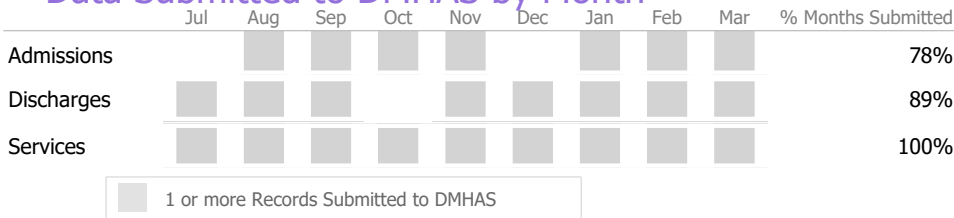
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		164	87%	65%	55%	22% ▲
✓ Social Support		138	68%	60%	79%	8%
✓ Stable Living Situation		175	86%	80%	86%	6%
● Employed		36	18%	20%	16%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		163	95%	90%	97%	5%

Data Submitted to DMHAS by Month



* State Avg based on 35 Active CSP Programs

Variations 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

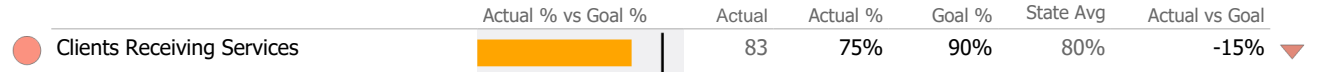
Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

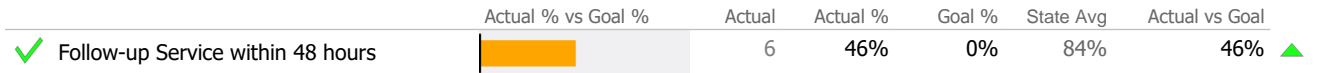
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	40	190% ▲
Admits	51	18	183% ▲
Discharges	5	3	67% ▲
Service Hours	133	115	16% ▲

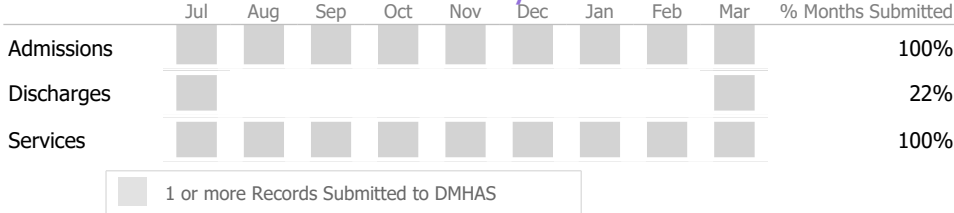
Service Utilization



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,051	972	8%
Admits	272	217	25% ▲
Discharges	193	214	-10%
Service Hours	6,154	6,960	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	18%	54%
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		36	19%	50%	42%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		575	54%	60%	65%	-6%
Improved/Maintained Function Score		715	77%	75%	46%	2%
Employed		233	22%	30%	26%	-8%
Stable Living Situation		653	62%	95%	74%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		753	87%	90%	89%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		135	50%	75%	66%	-25% ▼

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

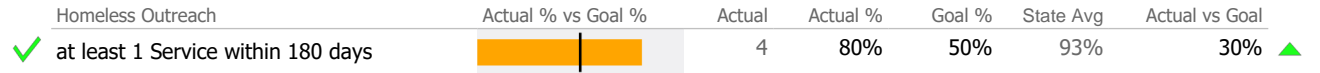
* State Avg based on 77 Active Standard Outpatient Programs

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

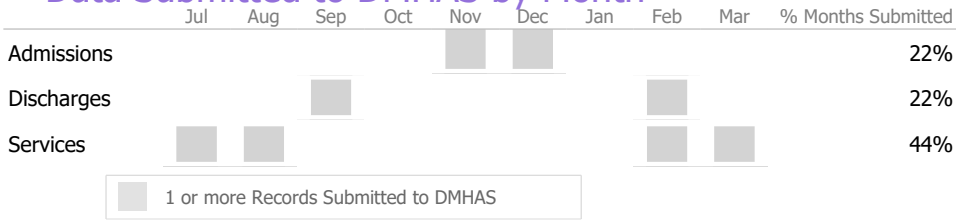
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	31	-16% ▼
Admits	5	15	-67% ▼
Discharges	4	6	-33% ▼
Service Hours	25	63	-60% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

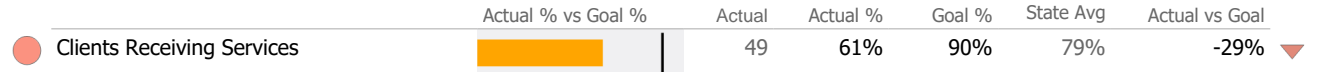
* State Avg based on 58 Active Outreach & Engagement Programs

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

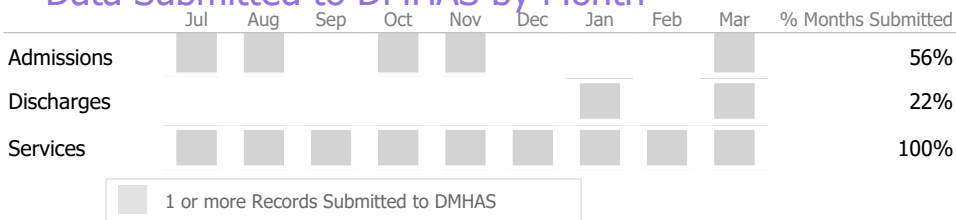
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	75	11% ▲
Admits	8	10	-20% ▼
Discharges	4	1	300% ▲
Service Hours	281	497	-44% ▼
Social Rehab/PHP/IOP Days	3,528	4,906	-28% ▼

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	25	40	-38% ▼
Admits	14	23	-39% ▼
Discharges	15	32	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
Valid TEDS Data	47%	63%
On-Time Periodic		
6 Month Updates	13%	37%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

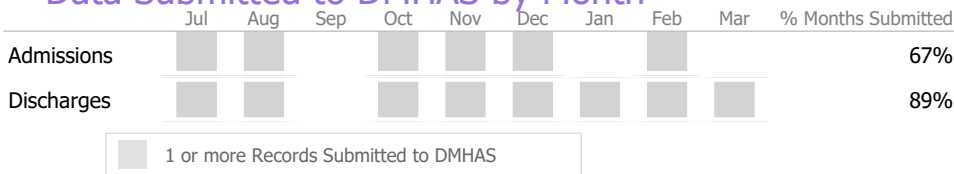
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	50%	47%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		16	64%	75%	69%	-11% ▼
Stable Living Situation		21	84%	95%	64%	-11% ▼
Employed		9	36%	50%	30%	-14% ▼
Abstinence/Reduced Drug Use		8	32%	55%	54%	-23% ▼
Self Help		3	12%	60%	23%	-48% ▼
Improved/Maintained Function Score		0	0%	75%	32%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 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	46	52	-12% ▼
Admits	11	19	-42% ▼
Discharges	8	19	-58% ▼
Service Hours	764	785	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		19	41%	35%	41%	6%

Service Utilization

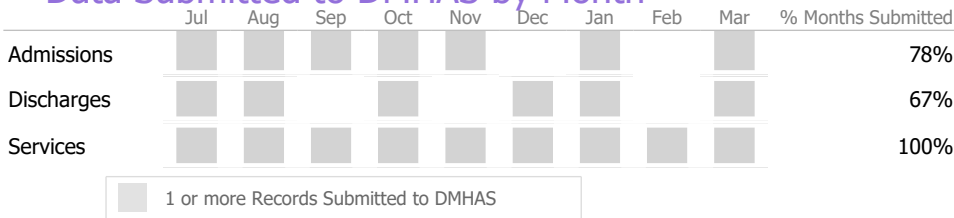
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	95%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

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

Data Submitted to DMHAS by Month



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	44	-16% ▼
Admits	5	7	-29% ▼
Discharges	3	11	-73% ▼
Service Hours	5,330	4,583	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic		
6 Month Updates	94%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	55%	-32% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	87%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	53%	10%

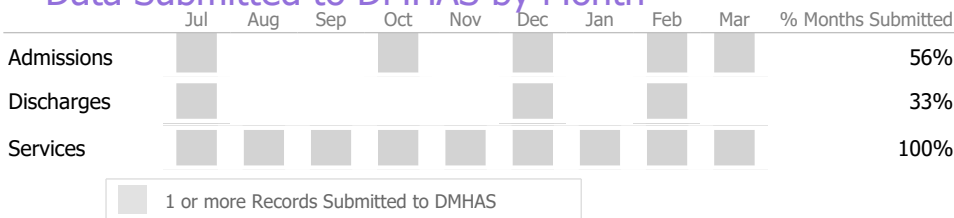
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	92%	60%	78%	32% ▲
Stable Living Situation		29	78%	60%	88%	18% ▲
Employed		12	32%	15%	15%	17% ▲
Improved/Maintained Function Score		27	79%	85%	28%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	97%	90%	99%	7%

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	2	-	
Discharges	3	1	200% ▲
Service Hours	564	781	-28% ▼
Bed Days	794	979	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
On-Time Periodic		
6 Month Updates	100%	89%

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%	83%	-57% ▼

Recovery

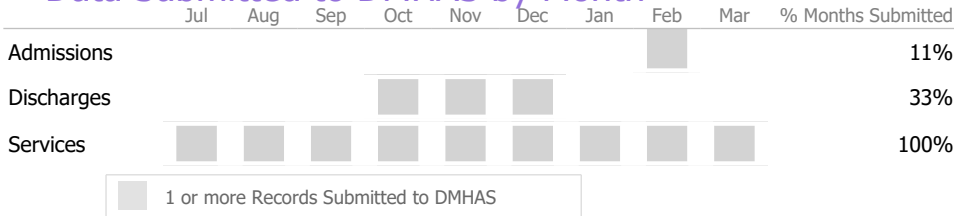
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	86%	23% ▲
● Employed		1	17%	25%	13%	-8%
● Stable Living Situation		4	67%	95%	95%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	561 days	0.4	72%	90%	90%	-18% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs