

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,343	1,213	11% ▲
	Admits	544	522	4%
	Discharges	357	426	-16% ▼
	Service Hours	21,675	23,401	-7%
	Bed Days	1,190	1,278	-7%
	S.Rehab/PHP/IOP	4,496	6,279	-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	1,139	64.3%
	Community Support	219	12.4%
	Social Rehabilitation	83	4.7%
	Employment Services	49	2.8%
	ACT	37	2.1%
	Case Management	33	1.9%
	Residential Services	8	0.5%
	Forensic MH	Forensics Community-based	133
Addiction	Outpatient	40	2.3%
	Medication Assisted Treatment	30	1.7%

Client Demographics

Age	#	%	State Avg
18-25	145	11%	9%
26-34	223	17%	20%
35-44	238	18%	25%
45-54	205	15%	18%
55-64	262	20%	18%
65+	268	20%	▲ 9%

Gender	#	%	State Avg
Male	681	51%	60%
Female	660	49%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,089	81%	▲ 64%
Unknown	100	7%	15%
Hispanic-Other	97	7%	11%
Hisp-Puerto Rican	49	4%	10%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	1,067	79%	▲ 58%
Black/African American	124	9%	17%
Other	93	7%	12%
Unknown	32	2%	9%
Asian	16	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	-	1	-100% ▼
Discharges	5	3	67% ▲
Service Hours	126	166	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	90%
Valid TEDS Data	0%	66%
On-Time Periodic		
6 Month Updates	4%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	53%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		26	93%	75%	52%	18% ▲
● Employed		1	4%	50%	32%	-46% ▼
● Abstinence/Reduced Drug Use		1	4%	55%	34%	-51% ▼
● Not Arrested		6	21%	75%	61%	-54% ▼
● Self Help		1	4%	60%	18%	-56% ▼
● Stable Living Situation		7	25%	95%	62%	-70% ▼

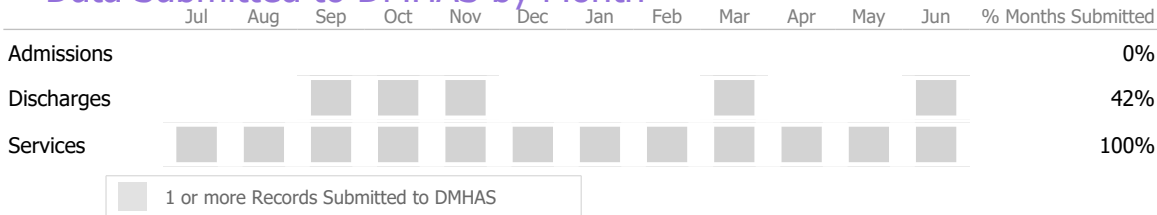
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	45%	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%	46%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

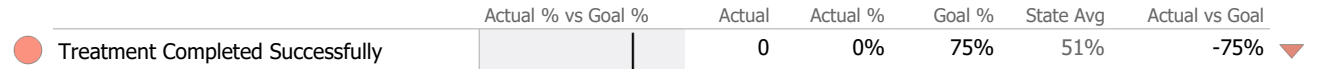
* State Avg based on 100 Active Standard Outpatient Programs

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

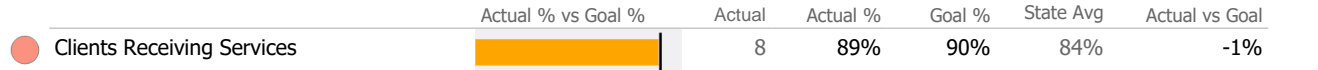
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	4	5	-20% ▼
Discharges	3	2	50% ▲
Service Hours	171	93	83% ▲

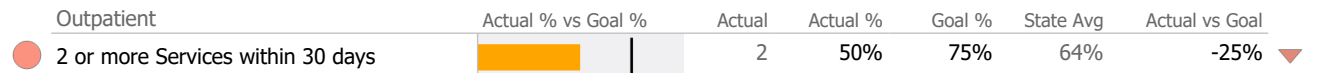
Discharge Outcomes



Service Utilization



Service Engagement



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
Valid TEDS Data		29%
On-Time Periodic		
6 Month Updates		76%
Diagnosis		
Valid Axis I Diagnosis		99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* 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	219	232	-6%
Admits	44	86	-49% ▼
Discharges	40	59	-32% ▼
Service Hours	3,829	4,407	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	89%
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		18	45%	65%	53%	-20% ▼

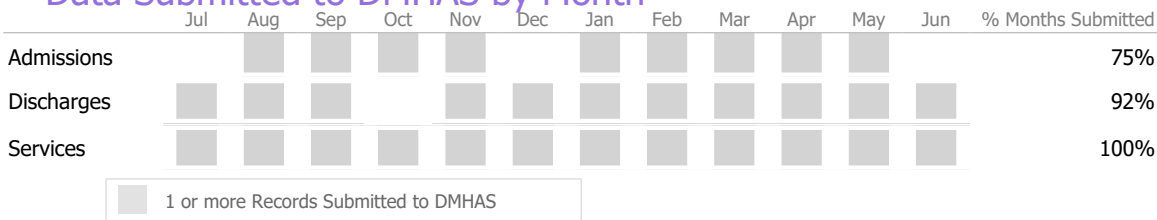
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		170	86%	65%	58%	21% ▲
✓ Stable Living Situation		189	86%	80%	86%	6%
✓ Social Support		143	65%	60%	80%	5%
● Employed		41	19%	20%	16%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		173	97%	90%	99%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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

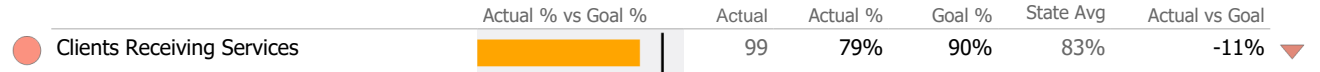
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

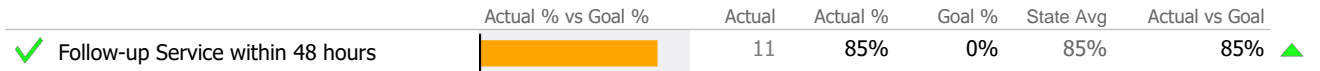
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	68	96% ▲
Admits	68	46	48% ▲
Discharges	7	3	133% ▲
Service Hours	160	218	-27% ▼

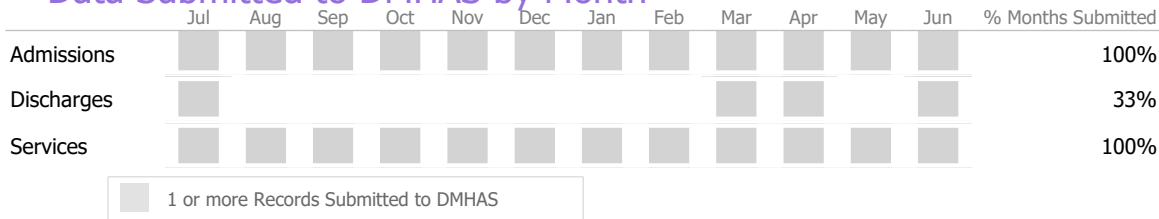
Service Utilization



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	1,139	1,036	10%
Admits	365	286	28% ▲
Discharges	250	264	-5%
Service Hours	8,511	9,164	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	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		47	19%	50%	45%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		659	57%	60%	66%	-3%
Employed		271	24%	30%	27%	-6%
Improved/Maintained Function Score		783	78%	75%	49%	3%
Stable Living Situation		748	65%	95%	75%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		796	88%	90%	90%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		190	53%	75%	68%	-22% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 79 Active Standard Outpatient Programs

Variations 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 - June 2024 (Data as of Sep 10, 2024)

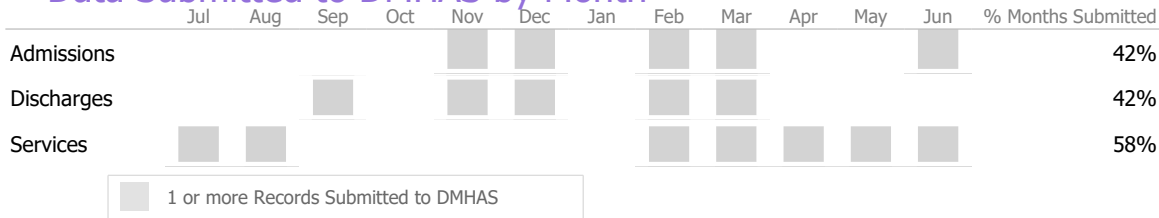
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	35	-6%
Admits	12	19	-37% ▼
Discharges	10	14	-29% ▼
Service Hours	41	82	-50% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	58%	50%	92%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

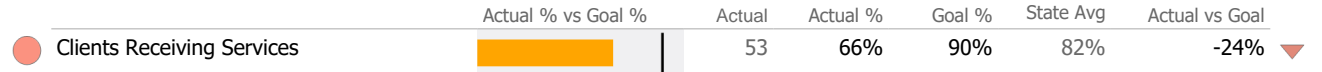
* State Avg based on 60 Active Outreach & Engagement Programs

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

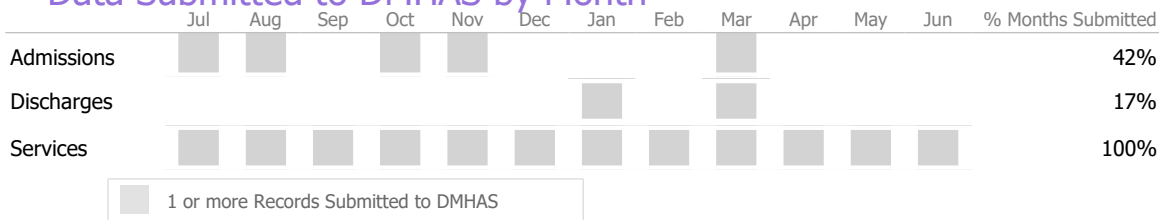
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	78	6%
Admits	8	13	-38% ▼
Discharges	4	2	100% ▲
Service Hours	332	619	-46% ▼
Social Rehab/PHP/IOP Days	4,496	6,279	-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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	44	-32% ▼
Admits	20	27	-26% ▼
Discharges	17	33	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
Valid TEDS Data	55%	64%
On-Time Periodic		
6 Month Updates	0%	39%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

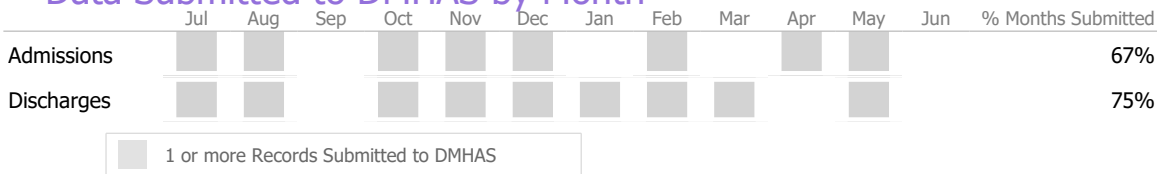
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	50%	50%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		22	71%	75%	72%	-4%
Stable Living Situation		26	84%	95%	66%	-11% ▼
Abstinence/Reduced Drug Use		13	42%	55%	55%	-13% ▼
Employed		9	29%	50%	30%	-21% ▼
Self Help		4	13%	60%	25%	-47% ▼
Improved/Maintained Function Score		0	0%	75%	36%	-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	49	58	-16% ▼
Admits	14	25	-44% ▼
Discharges	12	24	-50% ▼
Service Hours	1,006	1,037	-3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		23	47%	35%	41%	12% ▲

Service Utilization

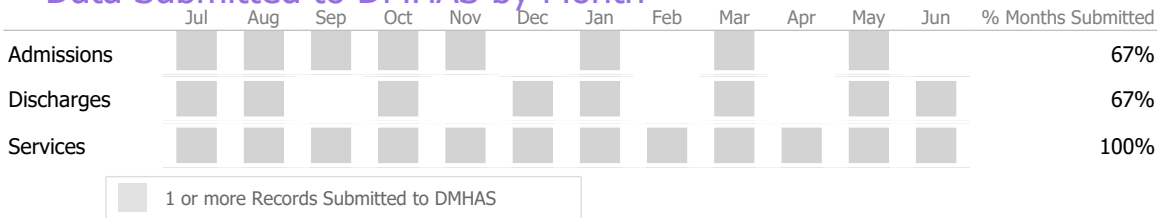
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		37	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		87%

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	45	-18% ▼
Admits	5	8	-38% ▼
Discharges	6	14	-57% ▼
Service Hours	6,748	6,394	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	88%
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		4	67%	65%	57%	2%
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		2	50%	90%	48%	-40% ▼

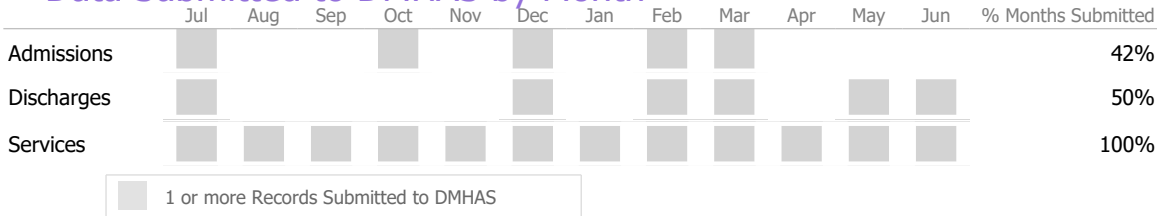
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		35	95%	60%	76%	35% ▲
✓ Employed		12	32%	15%	15%	17% ▲
✓ Stable Living Situation		28	76%	60%	88%	16% ▲
✓ Improved/Maintained Function Score		30	86%	85%	29%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	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	8	5	60% ▲
Admits	4	1	300% ▲
Discharges	3	1	200% ▲
Service Hours	752	1,100	-32% ▼
Bed Days	1,190	1,278	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	84%	-57% ▼

Recovery

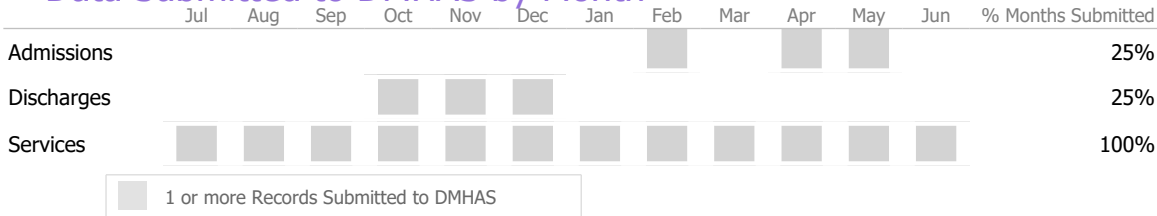
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	87%	28% ▲
✓ Employed		4	50%	25%	13%	25% ▲
● Stable Living Situation		7	88%	95%	95%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	460 days	0.3	81%	90%	89%	-9%

Legend: ■ < 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