Bridges Healthcare Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024   (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,181	1,036	14%	▲
	Admits	121	143	-15%	▼
	Discharges	100	91	10%	
	Service Hours	5,021	5,839	-14%	▼
	Bed Days	460	368	25%	▲
	S.Rehab/PHP/IOP	740	1,197	-38%	▼

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

Consumer Satisfaction Survey   (Based on 329 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		95%	80%	92%
✓	Quality and Appropriateness		94%	80%	93%
✓	Respect		93%	80%	91%
✓	Overall		93%	80%	91%
✓	General Satisfaction		91%	80%	92%
✓	Access		90%	80%	88%
●	Outcome		77%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	984	63.5%
	Community Support	190	12.3%
	Social Rehabilitation	81	5.2%
	Employment Services	45	2.9%
	ACT	32	2.1%
	Case Management	26	1.7%
	Residential Services	5	0.3%
Forensic MH			
	Forensics Community-based	131	8.5%
Addiction			
	Outpatient	32	2.1%
	Medication Assisted Treatment	23	1.5%

Client Demographics

Age

	#	%	State Avg
18-25	107	9%	8%
26-34	198	17%	18%
35-44	203	17%	24%
45-54	190	16%	18%
55-64	219	19%	20%
65+	263	22%	12%

Gender

	#	%	State Avg
Female	593	50%	42%
Male	587	50%	58%
Transgender/Other	1	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	968	82% ▲	64%
Hispanic-Other	84	7%	11%
Unknown	82	7%	14%
Hisp-Puerto Rican	39	3%	10%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	4	0%	1%

Race

	#	%	State Avg
White/Caucasian	933	79% ▲	59%
Black/African American	112	9%	17%
Other	77	7%	12%
Unknown	30	3%	9%
Asian	17	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	3	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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	28	-18%	▼
Admits	-	-		
Discharges	1	1	0%	
Service Hours	23	35	-36%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	92%
Valid TEDS Data		0%	50%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		5%	9%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	100%

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		21	91%	75%	29%	16%	▲
● Employed		0	0%	50%	22%	-50%	▼
● Abstinence/Reduced Drug Use		0	0%	55%	24%	-55%	▼
● Self Help		1	4%	60%	12%	-56%	▼
● Not Arrested		2	9%	75%	43%	-66%	▼
● Stable Living Situation		3	13%	95%	44%	-82%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	82%	90%	38%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		N/A	N/A	75%	57%	N/A	▼

Data Submitted to DMHAS for 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
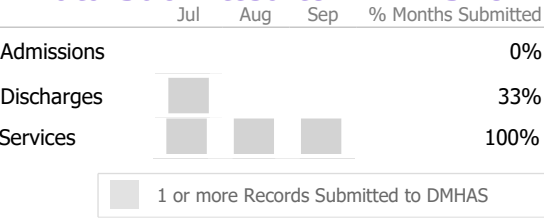
* State Avg based on 104 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	-	-		
Discharges	1	-		
Service Hours	57	34	66%	▲

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		5	63%	90%	83%	-28%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		N/A	N/A	75%	76%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	99%
Valid TEDS Data		0%	26%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		25%	71%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	99%

Data Submitted to DMHAS for Month

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

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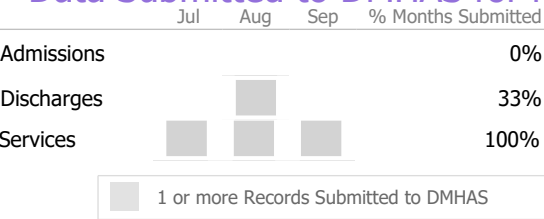
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	190	187	2%	
Admits	10	12	-17%	▼
Discharges	7	10	-30%	▼
Service Hours	871	1,090	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		68%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		58%	86%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	57%	65%	61%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Improved/Maintained Function Score		145	85%	65%	51%	20%	▲
✔ Social Support		122	64%	60%	79%	4%	
✔ Stable Living Situation		155	82%	80%	86%	2%	
● Employed		29	15%	20%	15%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		147	80%	90%	94%	-10%

Data Submitted to DMHAS for 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 33 Active CSP Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	131	88	49%	▲
Admits	4	22	-82%	▼
Discharges	1	4	-75%	▼
Service Hours	9	88	-90%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▮	24	18%	90%	75%	-72%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	87%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▮		▮	67%
Discharges	▮			33%
Services	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal
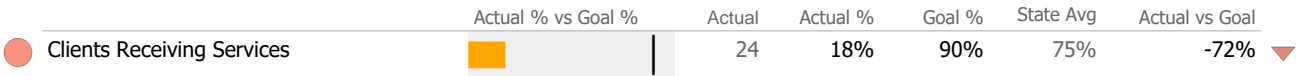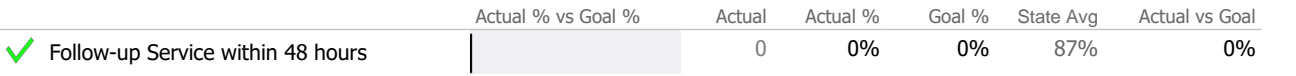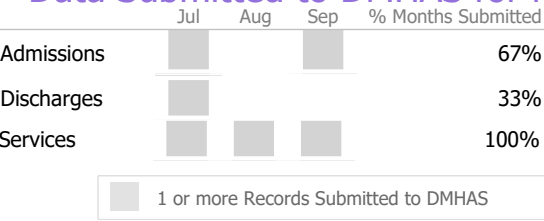
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	984	880	12%	▲
Admits	86	95	-9%	
Discharges	70	69	1%	
Service Hours	2,466	1,980	25%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		85%	89%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
● 6 Month Updates		11%	49%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		9	13%	50%	46%	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score		646	75%	75%	39%	0%	
● Employed		166	17%	30%	22%	-13%	▼
● Social Support		427	43%	60%	59%	-17%	▼
● Stable Living Situation		470	48%	95%	68%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		682	74%	90%	75%	-16%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		49	58%	75%	81%	-17%	▼

Data Submitted to DMHAS for 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

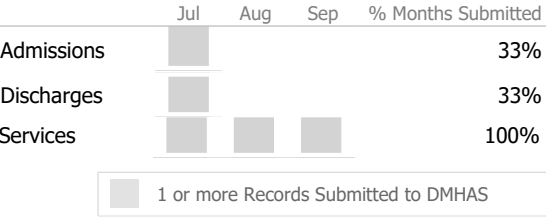* State Avg based on 79 Active Standard Outpatient Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	21	24%	▲
Admits	1	-		
Discharges	1	1	0%	
Service Hours	43			

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%	80%	-50%	▼

Data Submitted to DMHAS for 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 46 Active Outreach & Engagement Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	78	4%	
Admits	1	2	-50%	▼
Discharges	-	-		
Service Hours	83	209	-61%	▼
Social Rehab/PHP/IOP Days	740	1,197	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		34	42%	90%	66%	-48%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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
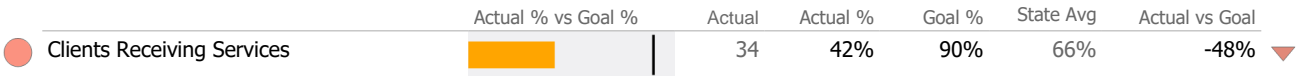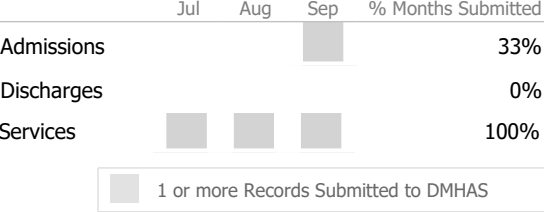
* State Avg based on 34 Active Social Rehabilitation Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	16	44%	▲
Admits	9	5	80%	▲
Discharges	6	2	200%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		95%	97%
✓ Valid TEDS Data		60%	65%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
🔴 6 Month Updates		0%	35%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	59%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Abstinence/Reduced Drug Use		11	48%	55%	45%	-7%	
🔴 Not Arrested		14	61%	75%	55%	-14%	▼
🔴 Stable Living Situation		14	61%	95%	52%	-34%	▼
🔴 Employed		2	9%	50%	26%	-41%	▼
🔴 Self Help		4	17%	60%	20%	-43%	▼
🔴 Improved/Maintained Function Score		0	0%	75%	21%	-75%	▼

Data Submitted to DMHAS for Month

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

▢ 1 or more Records Submitted to DMHAS

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

* State Avg based on 20 Active Buprenorphine Maintenance Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	41	10%	
Admits	8	6	33%	▲
Discharges	6	3	100%	▲
Service Hours	220	270	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		16	36%	35%	43%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	95%	90%	90%	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		65%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		59%	87%

Data Submitted to DMHAS for 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 37 Active Employment Services Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	33	-3%	
Admits	2	1	100%	▲
Discharges	7	1	600%	▲
Service Hours	961	1,800	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		70%	95%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	57%	65%	52%	-8%	
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	91%	15%	▲
● Follow-up within 30 Days of Discharge		1	25%	90%	55%	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		31	97%	60%	76%	37%	▲
✓ Stable Living Situation		26	81%	60%	89%	21%	▲
✓ Employed		9	28%	15%	15%	13%	▲
● Improved/Maintained Function Score		25	83%	85%	24%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	98%	2%

Data Submitted to DMHAS for 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 23 Active Assertive Community Treatment Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	289	333	-13%	▼
Bed Days	460	368	25%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	87%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		67%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		4	80%	25%	11%	55%	▲
✓ Social Support		4	80%	60%	86%	20%	▲
● Stable Living Situation		4	80%	95%	97%	-15%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		4	254 days	0.8	125%	90%	88%	35%	▲

□ < 90%	□ 90-110%	■ >110%

Data Submitted to DMHAS for 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 83 Active Supervised Apartments Programs