Bridges Healthcare Inc.

Milford, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Provider Activity

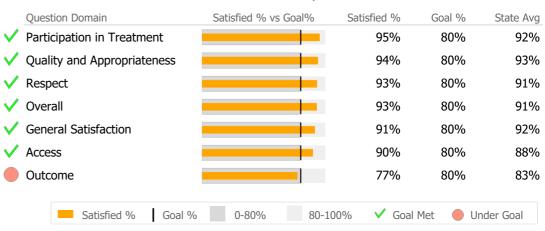
Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,435	1,351	6%	
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Admits	484	559	-13%	•
~~\\\\\	Discharges	414	384	8%	
\sim	Service Hours	20,366	21,717	-6%	
~~~~	Bed Days	1,458	1,040	40%	•
	S.Rehab/PHP/IOP	2,908	4,496	-35%	•



### Clients by Level of Care

Program Type Level of Care Type	#	%
Mental Health		
Outpatient	1,195	63.9%
Community Support	217	11.6%
Social Rehabilitation	83	4.4%
Employment Services	56	3.0%
ICS	41	2.2%
Case Management	34	1.8%
Residential Services	4	0.2%
Forensic MH		
Forensics Community-based	159	8.5%
Addiction		
Medication Assisted Treatment	45	2.4%
Outpatient	36	1.9%

### Consumer Satisfaction Survey (Based on 329 FY24 Surveys)



## **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	145	10%	9%	Male	722	50%	60%
26-34	248	17%	19%	Female	713	50%	40%
35-44	260	18%	26%	Transgender/Other	1	0%	0%
45-54	231	16%	18%				
55-64	261	18%	18%				
65+	286	20%	10%	Race	#	%	State Avg
				White/Caucasian	1,122	78%	<b>▲</b> 58%
<b>Ethnicity</b>	#	%	State Avg	Black/African American	147	10%	18%
Non-Hispanic	1,177	82%	<b>▲</b> 64%	Other	105	7%	12%
Hispanic-Other	98	7%	12%	Unknown	29	2%	10%
Unknown	89	6%	14%	Asian	20	1%	1%
Hisp-Puerto Rican	63	4%	10%	Am. Indian/Native Alaskan	10	1%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%
Hispanic-Cuban	5	0%	0%	Multiple Races			1%
Hispanic-Mexican	4	0%	1%				
_			•				
	Unique	Clients	State Avg	▲ > 10% Over State Avg	> 10% L	Inder St	tate 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 - June 2025 (Data as of Sep 10, 2025)

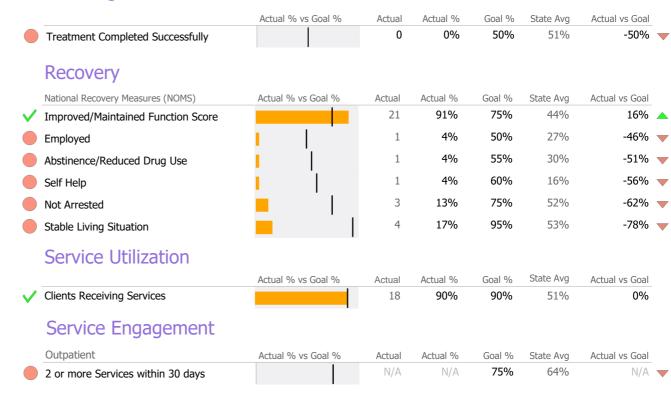
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	28	-18%	▼
Admits	-	-		
Discharges	3	5	-40%	•
Service Hours	57	126	-55%	•

## **Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%
✓ Valid TEDS Data	50%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	99%

## **Discharge Outcomes**







^{*} State Avg based on 107 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 - June 2025 (Data as of Sep 10, 2025)

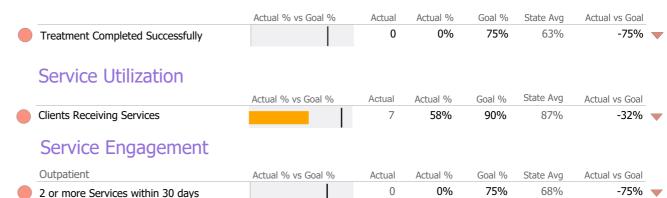
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	3	6	<b>-50%</b> ▼
Discharges	1	4	<b>-75%</b> ▼
Service Hours	163	171	-4%

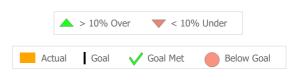
## **Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	73%	96%
✓ Valid TEDS Data	33%	24%
On-Time Periodic	Actual	State Avg
6 Month Updates	36%	76%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

### Discharge Outcomes







^{*} State Avg based on 8 Active Gambling Outpatient Programs

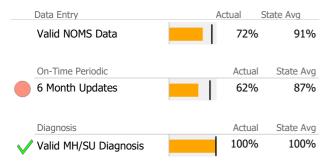
## Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

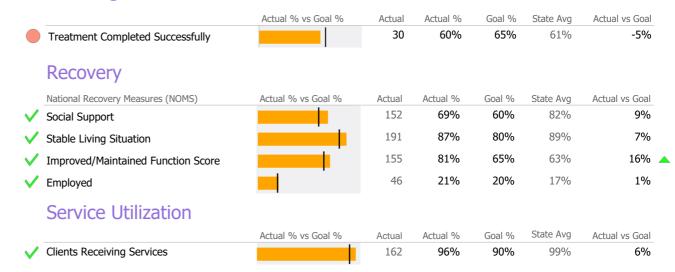
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	217	217	0%	
Admits	50	44	14%	•
Discharges	50	50	0%	
Service Hours	3,445	3,832	-10%	

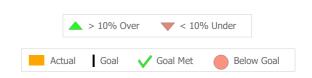
## **Data Submission Quality**



### Discharge Outcomes







^{*} 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 - June 2025 (Data as of Sep 10, 2025)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	135	18%	•
Admits	32	69	-54%	•
Discharges	16	8	100%	•
Service Hours	95	160	-41%	•

1 or more Records Submitted to DMHAS

### Service Utilization



### **Jail Diversion**

															Actual % \	vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Go	al
									<b>\</b>	/ Foll	low-up S	Service	within	48 hours			7	50%	0%	82%	500	% 🔺
Data	Subm	itted	to [	)MHA	AS fo	or M	onth	1														
	Jul		_			Dec		Feb	Mar	Apr	May	Jun	% Mo	nths Submitted								
Admissions														92%			<u> </u>	10% Over	< 100	% Under		
Discharges														50%			Actual	Goal	/ Goal Met	Below	Goal	
Services														100%			Actual	Godi	Godi Met	Below	Godi	
																* 9	State Avg bas	ed on 19 Act	ive Court Liais	on-Jail Diversi	on 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 - June 2025 (Data as of Sep 10, 2025)

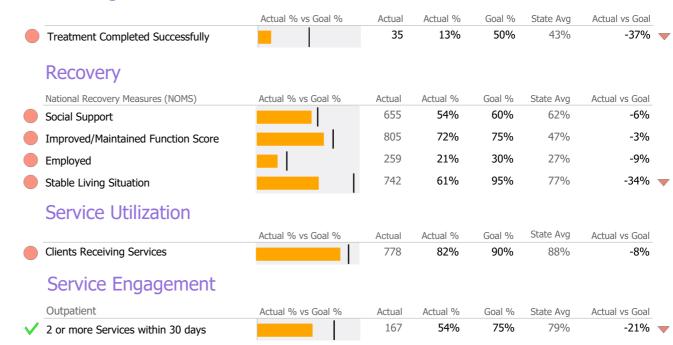
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,194	1,147	4%	
Admits	323	373	-13%	•
Discharges	272	260	5%	
Service Hours	10,146	8,520	19%	•

## **Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	86%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	49%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

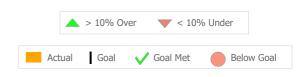
### Discharge Outcomes



### Data Submitted to DMHAS for 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



^{*} State Avg based on 76 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

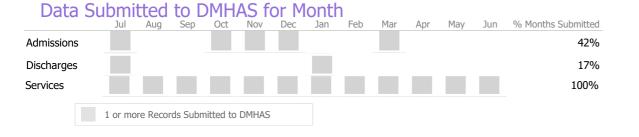
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

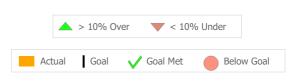
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	38	-11%	•
Admits	7	16	-56%	•
Discharges	2	11	-82%	•
Service Hours	336	41		

### Service Engagement







^{*} State Avg based on 53 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 - June 2025 (Data as of Sep 10, 2025)

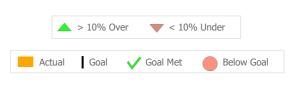
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	83	0%	
Admits	4	8	-50%	•
Discharges	2	5	-60%	•
Service Hours	125	332	-62%	•
Social Rehab/PHP/IOP Davs	2,908	4,496	-35%	•

### **Service Utilization**







^{*} State Avg based on 34 Active Social Rehabilitation Programs

Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	30	50%	•
Admits	32	20	60%	•
Discharges	31	17	82%	•
Service Hours	51	30	69%	•

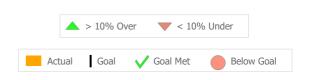
## **Data Submission Quality**

Data Entry	,	Actual S	State Avg
Valid NOMS Data		90%	96%
Valid TEDS Data		54%	69%
On-Time Periodic		Actual	State Avg
6 Month Updates		0%	64%
Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	100%

### Discharge Outcomes



		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	5													100%
Discharges	i													92%
Services														100%
	1 0	or more	e Recor	ds Subm	itted to	DMHAS								



^{*} State Avg based on 21 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 - June 2025 (Data as of Sep 10, 2025)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	49	14%	•
Admits	21	14	50%	•
Discharges	22	14	57%	•
Service Hours	818	1,006	-19%	•

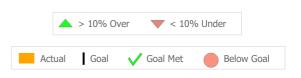
## Recovery



### **Data Submission Quality**

Data Entry	А	ctual	State Avg
Valid NOMS Data		62%	92%
On-Time Periodic		Actual	State Avg
6 Month Updates		50%	94%

	Jı	ıl Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													83%
Services													100%
	1 or	more Reco	rds Subr	nitted to	DMHAS								



^{*} State Avg based on 36 Active Employment Services Programs

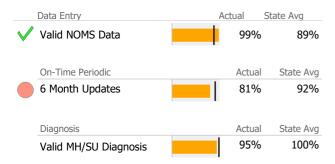
## Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

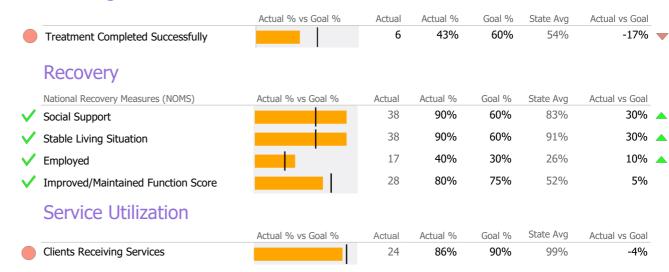
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	37	11%	•
Admits	12	6	100%	•
Discharges	14	7	100%	•
Service Hours	4,075	6,748	-40%	•

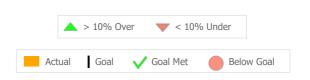
## **Data Submission Quality**



### Discharge Outcomes







^{*} State Avg based on 19 Active Intensive Community Services 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 - June 2025 (Data as of Sep 10, 2025)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	7	-43%	•
Admits	-	3	-100%	•
Discharges	1	3	-67%	•
Service Hours	1,055	752	40%	•
Bed Days	1,458	1,040	40%	•

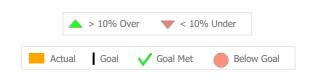
## **Data Submission Quality**



### **Discharge Outcomes**







^{*} State Avg based on 62 Active Supervised Apartments Programs