

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,336	1,282	4%
	Admits	223	254	-12% ▼
	Discharges	283	215	32% ▲
	Service Hours	8,690	9,205	-6%
	Bed Days	681	736	-7%
	S.Rehab/PHP/IOP	1,069	1,476	-28% ▼

Consumer Satisfaction Survey

(Based on 293 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
● Outcome		76%	80%	83%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,088	63.3%
	Community Support	192	11.2%
	Social Rehabilitation	82	4.8%
	Case Management	45	2.6%
	Employment Services	43	2.5%
	ICS	33	1.9%
	Residential Services	4	0.2%
	Forensic MH	Forensics Community-based	159
Addiction	Outpatient	40	2.3%
	Medication Assisted Treatment	33	1.9%

Age	#	%	State Avg
18-25	126	9%	8%
26-34	215	16%	18%
35-44	232	17%	25%
45-54	211	16%	19%
55-64	260	19%	19%
65+	292	22%	12%

Gender	#	%	State Avg
Male	683	51%	59%
Female	655	49%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,105	83%	▲ 64%
Hispanic-Other	94	7%	12%
Unknown	74	6%	13%
Hisp-Puerto Rican	56	4%	10%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	4	0%	1%

Race	#	%	State Avg
White/Caucasian	1,045	78%	▲ 59%
Black/African American	140	10%	18%
Other	88	7%	12%
Unknown	27	2%	8%
Asian	25	2%	1%
Am. Indian/Native Alaskan	11	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			1%

■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	23	-13% ▼
Admits	-	-	
Discharges	1	2	-50% ▼
Service Hours	17	34	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	40%	91%
Valid Primary Drug Data	50%	47%
Periodic Submitted		
6 Month Updates	0%	7%
Diagnosis		
Valid MH/SU Diagnosis	95%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	58%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		17	85%	75%	28%	10%
● Employed		0	0%	50%	23%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	22%	-55% ▼
● Self Help		0	0%	60%	14%	-60% ▼
● Social Support		0	0%	N/A	32%	N/A
● Not Arrested		0	0%	75%	42%	-75% ▼
● Stable Living Situation		1	5%	95%	42%	-90% ▼

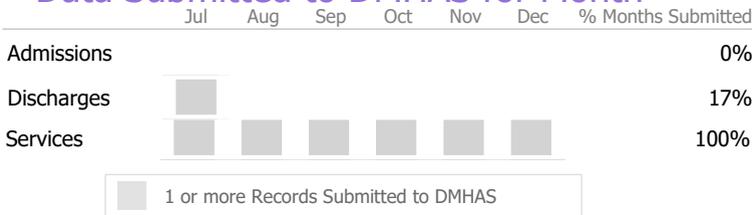
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	68%	90%	39%	-22% ▼

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%	63%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	12	67% ▲
Admits	5	2	150% ▲
Discharges	3	1	200% ▲
Service Hours	140	102	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	94%
Valid Primary Drug Data	36%	26%
<hr/>		
Periodic Submitted	Actual	State Avg
6 Month Updates	54%	66%
<hr/>		
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	75%	57%	-42% ▼

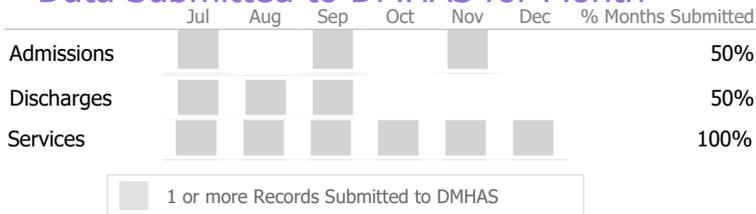
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	71%	90%	89%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	60%	75%	73%	-15% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	185	4%
Admits	21	16	31% ▲
Discharges	28	25	12% ▲
Service Hours	1,828	1,654	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	91%
Periodic Submitted		
6 Month Updates	82%	90%
Diagnosis		
Valid MH/SU Diagnosis	97%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	22%	65%	58%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		145	75%	60%	82%	15% ▲
✓ Stable Living Situation		165	85%	80%	90%	5%
✓ Employed		39	20%	20%	20%	0%
✓ Improved/Maintained Function Score		117	67%	65%	59%	2%
Self Help		10	5%	N/A	44%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		156	95%	90%	98%	5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 32 Active CSP Programs

Jail Diversion 309-341

Bridges Healthcare Inc.

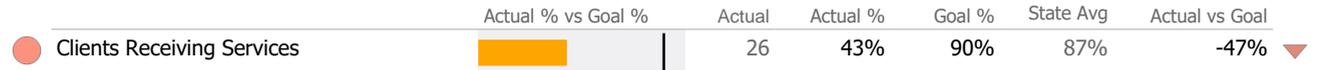
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Reporting Period: July 2025 - December 2025

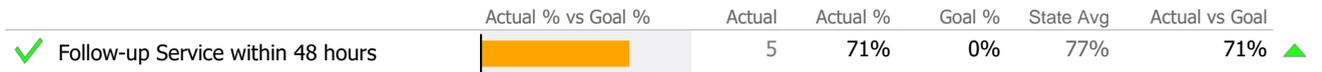
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	139	14% ▲
Admits	16	12	33% ▲
Discharges	99	7	1314% ▲
Service Hours	50	21	136% ▲

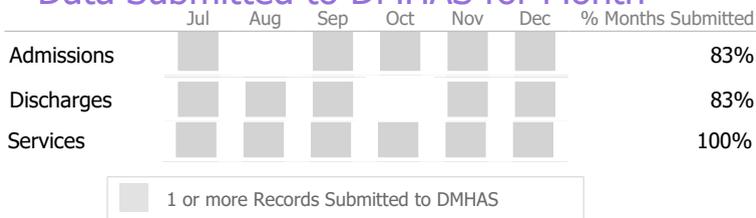
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,086	1,075	1%
Admits	136	184	-26% ▼
Discharges	125	144	-13% ▼
Service Hours	4,363	4,909	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
Periodic Submitted		
6 Month Updates	18%	51%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	12%	50%	49%	-38% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		238	22%	30%	31%	-8%
Improved/Maintained Function Score		646	64%	75%	38%	-11% ▼
Social Support		444	41%	60%	57%	-19% ▼
Stable Living Situation		500	46%	95%	72%	-49% ▼
Self Help		36	3%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		651	67%	90%	82%	-23% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		49	37%	75%	75%	-38% ▼

Data Submitted to DMHAS for 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 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

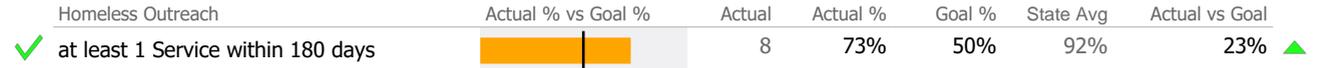
Program Quality Dashboard

Reporting Period: July 2025 - December 2025

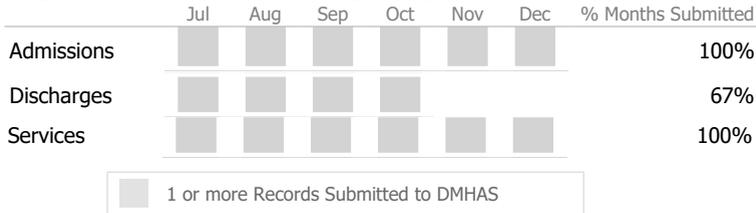
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	33	36% ▲
Admits	11	6	83% ▲
Discharges	4	1	300% ▲
Service Hours	133	119	12% ▲

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

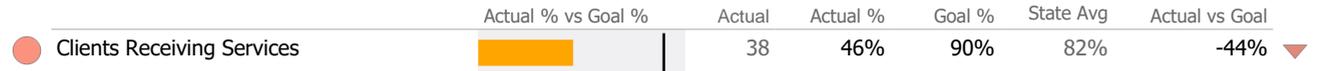
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

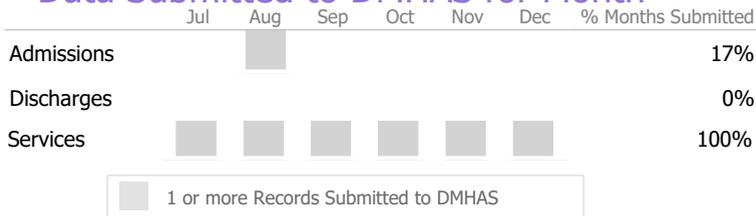
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	81	1%
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	-	111	-100% ▼
Social Rehab/PHP/IOP Days	1,069	1,476	-28% ▼

Service Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	28	18% ▲
Admits	18	14	29% ▲
Discharges	13	13	0%
Service Hours	44	19	124% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	95%
Valid Primary Drug Data	58%	73%
Periodic Submitted		
6 Month Updates	8%	78%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	46%	50%	51%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		20	61%	55%	69%	6%
Social Support		21	64%	N/A	79%	N/A
● Employed		13	39%	50%	42%	-11% ▼
● Not Arrested		19	58%	75%	87%	-17% ▼
● Stable Living Situation		25	76%	95%	84%	-19% ▼
● Self Help		5	15%	60%	48%	-45% ▼
● Improved/Maintained Function Score		0	0%	75%	31%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	60%	90%	81%	-30% ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	48	-10% ▼
Admits	9	13	-31% ▼
Discharges	9	14	-36% ▼
Service Hours	405	410	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	28%	35%	43%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
Periodic Submitted	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS for 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 Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	35	-6%
Admits	5	5	0%
Discharges	-	7	-100% ▼
Service Hours	1,710	1,826	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Periodic Submitted		
6 Month Updates	79%	93%
Diagnosis		
Valid MH/SU Diagnosis	94%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	53%	N/A

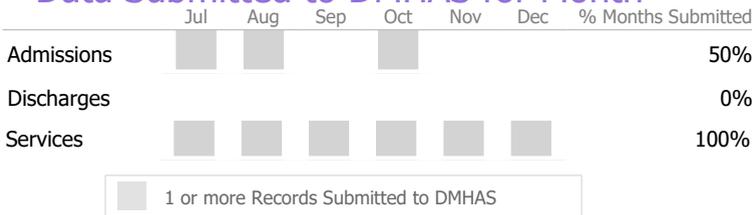
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		30	91%	60%	85%	31% ▲
✓ Stable Living Situation		30	91%	60%	92%	31% ▲
✓ Employed		19	58%	30%	36%	28% ▲
✓ Improved/Maintained Function Score		23	82%	75%	52%	7%
Self Help		4	12%	N/A	72%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	94%	90%	100%	4%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	-	
Discharges	1	-	
Bed Days	681	736	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	50%	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	85%	15% ▲
● Stable Living Situation		3	75%	95%	95%	-20% ▼
● Employed		0	0%	25%	14%	-25% ▼
● Self Help		1	25%	N/A	60%	N/A
● Improved/Maintained Function Score		2	67%	95%	60%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	573 days	0.5	93%	90%	90%	3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■						17%
Discharges					■		17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs