Bridges
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,594	1,524	5%	
	Admits	718	649	11%	▲
	Discharges	682	544	25%	▲
	Service Hours	64,642	65,863	-2%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,355	66.3%
	Community Support	214	10.5%
	Employment Services	85	4.2%
	Social Rehabilitation	81	4.0%
	Residential Services	31	1.5%
Addiction			
	Outpatient	214	10.5%
Forensic MH			
	Forensics Community-based	65	3.2%

Consumer Satisfaction Survey

(Based on 264 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Quality and Appropriateness		89%	80%	93%
✓	Respect		89%	80%	91%
✓	Overall		85%	80%	91%
✓	General Satisfaction		83%	80%	92%
✓	Access		82%	80%	88%
●	Outcome		71%	80%	83%
●	Recovery		64%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	228	14%	15%
26-34	277	17%	24%
35-44	249	16%	19%
45-54	357	23%	22%
55-64	326	21%	15%
65+	149	9%	4%

Gender	#	%		State Avg
Female	876	55%	▲	40%
Male	718	45%	▼	60%
Transgender				0%

Ethnicity	#	%		State Avg
Non-Hispanic	1,163	73%		75%
Hispanic-Other	386	24%	▲	7%
Hisp-Puerto Rican	40	3%		12%
Hispanic-Mexican	2	0%		1%
Unknown	2	0%		6%
Hispanic-Cuban	1	0%		0%

Race	#	%		State Avg
White/Caucasian	1,344	84%	▲	65%
Other	116	7%		13%
Black/African American	93	6%		16%
Am. Indian/Native Alaskan	23	1%		1%
Asian	15	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%
Multiple Races	1	0%		1%
Unknown				3%

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

Addiction Outpatient 988200
Bridges
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	214	272	-21%	▼
Admits	55	120	-54%	▼
Discharges	112	113	-1%	
Service Hours	1,485	2,229	-33%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Valid TEDS Data	55%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	70%	49%

Cooccurring	Actual	State Avg
MH Screen Complete	58%	96%
SA Screen Complete	59%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	100%
✓ Valid Axis V GAF Score	98%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		36	32%	50%	53%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		206	95%	75%	90%	20%	▲
● Improved/Maintained Axis V GAF Score		150	74%	75%	68%	-1%	
● Stable Living Situation		180	83%	95%	90%	-12%	▼
● Employed		74	34%	50%	44%	-16%	▼
● Abstinence/Reduced Drug Use		59	27%	55%	59%	-28%	▼
● Self Help		27	12%	60%	24%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		92	88%	90%	83%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		30	56%	75%	80%	-19%	▼

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 115 Active Standard Outpatient Programs

BHH ADULT NAE
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30%
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75%
Social Support		N/A	N/A	60%	69%	-60%
Stable Living Situation		N/A	N/A	95%	86%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Bridges
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

IRIS Comm Support/RP Program 309230
Bridges
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	214	137	56%	▲
Admits	109	27	304%	▲
Discharges	60	24	150%	▲
Service Hours	4,498	3,778	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	89%

Cooccurring	Actual	State Avg
MH Screen Complete	64%	83%
SA Screen Complete	64%	81%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		22	37%	65%	69%	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		199	89%	80%	92%	9%
✓ Employed		44	20%	20%	12%	0%
● Social Support		120	54%	60%	80%	-6%
● Improved/Maintained Axis V GAF Score		112	72%	95%	60%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	95%	90%	98%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■		■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active CSP Programs

Jail Diversion 309-341
Bridges
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	78	-17%
Admits	46	60	-23%
Discharges	44	63	-30%
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	47%	N/A

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours		13	7%	0%	16%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■			■	■				58%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Mental Health Outpatient309210
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,308	1,143	14%	▲
Admits	445	364	22%	▲
Discharges	398	281	42%	▲
Service Hours	13,501	12,756	6%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	66%	63%

Cooccurring	Actual	State Avg
MH Screen Complete	57%	78%
SA Screen Complete	60%	76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	99%
✓ Valid Axis V GAF Score	96%	86%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	122	31%	50%	42%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed	364	27%	30%	22%	-3%	
● Stable Living Situation	1,108	84%	95%	86%	-11%	▼
● Social Support	587	44%	60%	69%	-16%	▼
● Improved/Maintained Axis V GAF Score	771	67%	75%	53%	-8%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	777	84%	90%	86%	-6%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days	284	64%	75%	65%	-11%	▼

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 94 Active Standard Outpatient Programs

Residential Scattered 309-250
Bridges
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	32	-3%	
Admits	9	14	-36%	▼
Discharges	7	10	-30%	▼
Service Hours	789	808	-2%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	73%	87%

Cooccurring	Actual	State Avg
MH Screen Complete	68%	92%
SA Screen Complete	64%	90%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
✓ Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	3	43%	50%	74%	-7%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation	30	97%	85%	93%	12%	▲
● Employed	5	16%	25%	12%	-9%	
● Social Support	13	42%	60%	87%	-18%	▼
● Improved/Maintained Axis V GAF Score	22	76%	95%	77%	-19%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	22	92%	90%	96%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■		■		■			■		50%
Discharges	■	■	■			■	■	■					50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 42 Active Residential Support Programs

Social Rehab 309-280
Bridges
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	78	4%	
Admits	8	2	300%	▲
Discharges	7	5	40%	▲
Service Hours	22,083	21,864	1%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	85%	90%	71%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■						■		■	42%
Discharges		■	■		■			■	■	■			50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Vocational 309-270
Bridges
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	85	0%	
Admits	36	49	-27%	▼
Discharges	46	39	18%	▲
Service Hours	1,255	1,341	-6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		31	35%	35%	39%	0%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		42	100%	90%	96%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	95%	95%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	91%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 40 Active Employment Services Programs

YAS - RM4
Bridges
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

YAS 309-220
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	57	2%	
Admits	10	13	-23%	▼
Discharges	8	9	-11%	▼
Service Hours	21,032	23,086	-9%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	63%

Cooccurring	Actual	State Avg
MH Screen Complete	24%	78%
SA Screen Complete	24%	76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
✓ Valid Axis V GAF Score	95%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	62%	50%	42%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		37	64%	60%	69%	4%	
✓ Improved/Maintained Axis V GAF Score		42	82%	75%	53%	7%	
● Employed		10	17%	30%	22%	-13%	▼
● Stable Living Situation		47	81%	95%	86%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		5	50%	75%	65%	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■				■			■		■	■	■	50%
Discharges	■		■		■	■	■	■					50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs