

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,437	1,491	-4%
	Admits	778	753	3%
	Discharges	747	744	0%
	Service Hours	59,877	63,660	-6%
	S.Rehab/PHP/IOP	2		

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

Consumer Satisfaction Survey

(Based on 269 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		87%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Respect		83%	80%	91%
● Overall		76%	80%	91%
● Access		74%	80%	88%
● Recovery		65%	80%	79%
● Outcome		58%	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	1,202	60.6%
	Community Support	300	15.1%
	Employment Services	102	5.1%
	Social Rehabilitation	82	4.1%
	ACT	77	3.9%
	Residential Services	23	1.2%
Addiction			
	Outpatient	116	5.8%
Forensic MH			
	Forensics Community-based	81	4.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	229	16%	14%	Female	769	54%	▲ 40%
26-34	221	16%	24%	Male	666	46%	▼ 60%
35-44	211	15%	20%	Transgender			0%
45-54	311	22%	22%	Race			
55-64	311	22%	16%	White/Caucasian	1,218	85%	▲ 65%
65+	141	10%	5%	Other	93	6%	13%
Ethnicity				Black/African American	87	6%	16%
Non-Hispanic	1,042	73%	74%	Am. Indian/Native Alaskan	24	2%	1%
Hispanic-Other	344	24%	▲ 7%	Asian	11	1%	1%
Hisp-Puerto Rican	43	3%	13%	Multiple Races	2	0%	1%
Hispanic-Mexican	5	0%	1%	Unknown	2	0%	3%
Unknown	2	0%	6%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban	1	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	207	-44% ▼
Admits	26	56	-54% ▼
Discharges	37	120	-69% ▼
Service Hours	992	1,480	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	56%	91%
On-Time Periodic		
6 Month Updates	65%	44%
Cooccurring		
MH Screen Complete	56%	96%
SA Screen Complete	56%	96%
Diagnosis		
Valid Axis I Diagnosis	93%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	43%	50%	54%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		104	90%	75%	87%	15% ▲
Improved/Maintained Axis V GAF Score		87	81%	75%	69%	6%
Stable Living Situation		97	84%	95%	88%	-11% ▼
Employed		36	31%	50%	44%	-19% ▼
Abstinence/Reduced Drug Use		40	34%	55%	58%	-21% ▼
Self Help		22	19%	60%	30%	-41% ▼

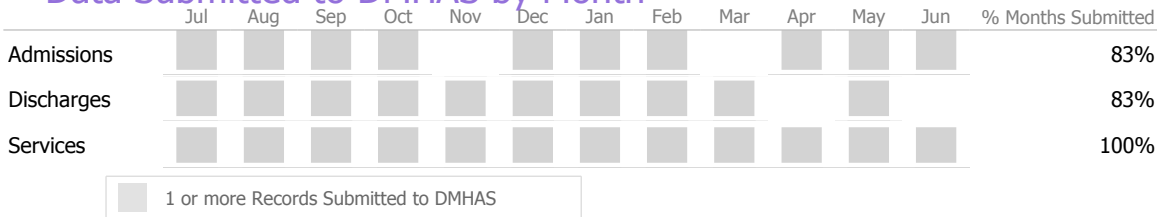
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	94%	90%	81%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	73%	75%	75%	-2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

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	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	59%	-75% ▼
Social Support		N/A	N/A	60%	70%	-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%	90%	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 92 Active Standard Outpatient Programs

BHH CHILDREN Program

Bridges Healthcare, Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	300	234	28% ▲
Admits	135	131	3%
Discharges	130	67	94% ▲
Service Hours	6,573	4,433	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	61%	88%
SA Screen Complete	55%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		62	48%	65%	69%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		272	87%	80%	92%	7%
Social Support		188	60%	60%	81%	0%
Employed		54	17%	20%	13%	-3%
Improved/Maintained Axis V GAF Score		202	77%	95%	69%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		181	99%	90%	99%	9%

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 48 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

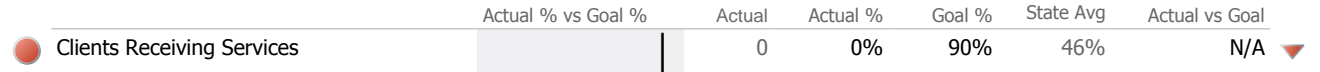
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

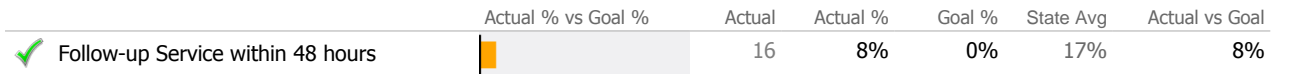
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	66	23% ▲
Admits	65	47	38% ▲
Discharges	73	45	62% ▲
Service Hours		-	

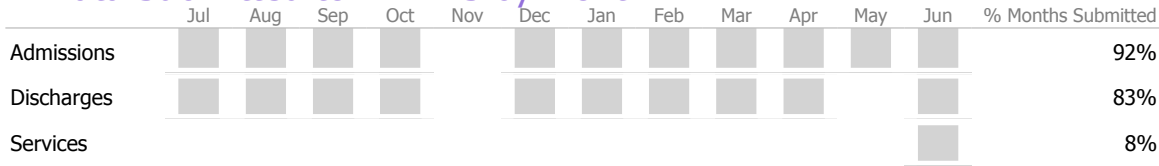
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



■ 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,202	1,200	0%
Admits	449	451	0%
Discharges	410	438	-6%
Service Hours	15,047	13,299	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	54%	82%
SA Screen Complete	54%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	98%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	22%	50%	45%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		352	29%	30%	23%	-1%
Stable Living Situation		1,082	88%	95%	86%	-7%
Social Support		646	53%	60%	70%	-7%
Improved/Maintained Axis V GAF Score		819	74%	75%	59%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		782	95%	90%	90%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		308	71%	75%	65%	-4%

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 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	31	-26% ▼
Admits	-	9	-100% ▼
Discharges	23	8	188% ▲
Service Hours	143	789	-82% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	100%	50%	87%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	94%	11% ▲
✓ Social Support		15	65%	60%	88%	5%
● Employed		4	17%	25%	11%	-8%
● Improved/Maintained Axis V GAF Score		18	78%	95%	79%	-17% ▼

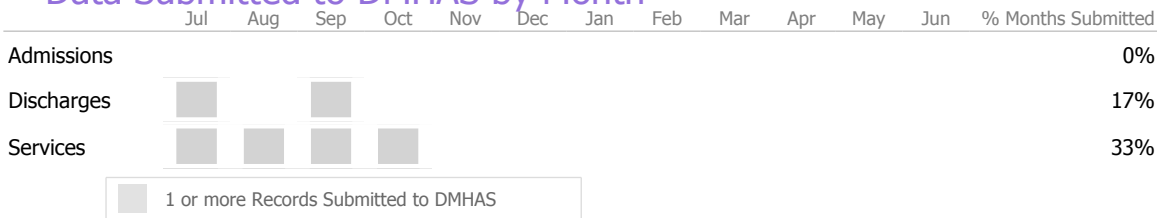
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	99%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	 N/A	98%
Cooccurring	Actual	State Avg
MH Screen Complete	 42%	90%
SA Screen Complete	 39%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	 100%	98%
✓ Valid Axis V GAF Score	 100%	98%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

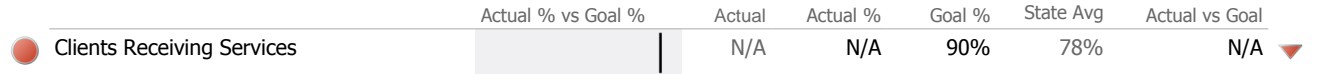
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

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

Service Utilization



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

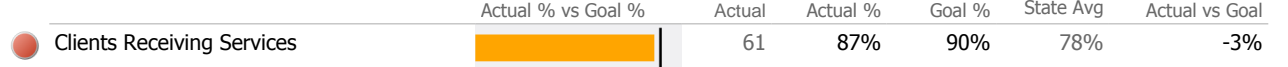
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Social Rehabilitation Programs

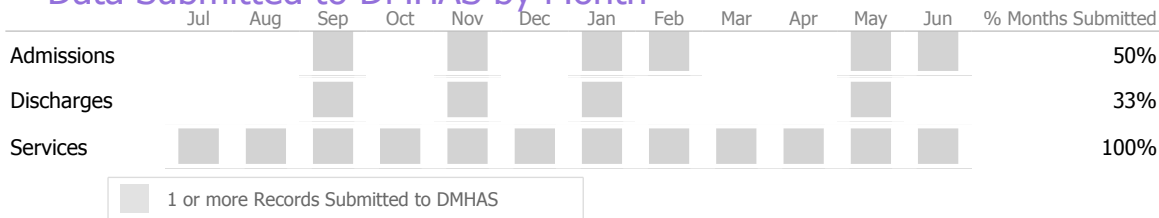
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	79	4%
Admits	14	9	56% ▲
Discharges	13	10	30% ▲
Service Hours	21,095	22,083	-4%
Social Rehab/PHP/IOP Days	2	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 35 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	85	20% ▲
Admits	65	36	81% ▲
Discharges	54	48	13% ▲
Service Hours	1,148	1,255	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	39%	35%	43%	4%

Service Utilization

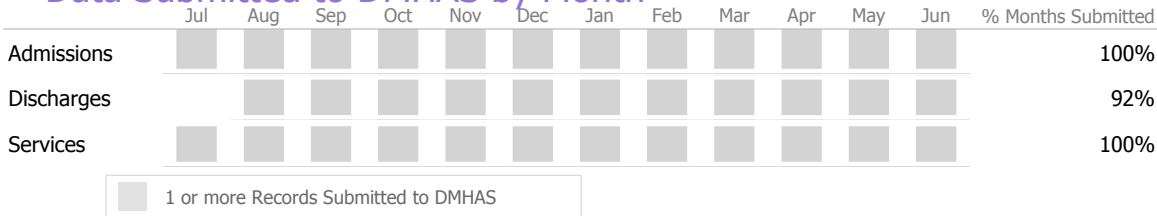
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	64	20%	▲
Admits	24	14	71%	▲
Discharges	7	8	-13%	▼
Service Hours	14,879	20,322	-27%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	65%	56%	-36% ▼
● No Re-admit within 30 Days of Discharge		4	57%	85%	93%	-28% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	52%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	43%	91%
SA Screen Complete	45%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
✓ Valid Axis V GAF Score	95%	84%

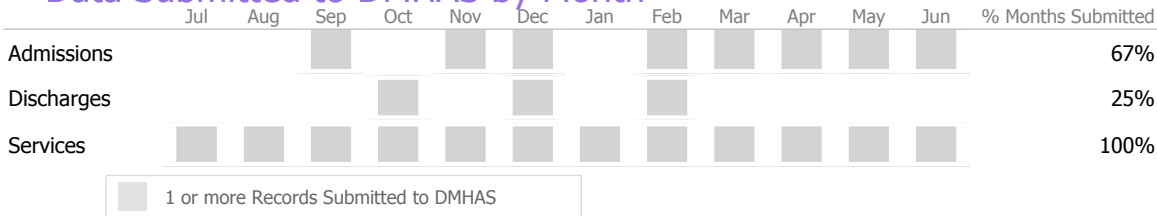
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		66	82%	60%	89%	22% ▲
✓ Employed		16	20%	15%	12%	5%
✓ Social Support		49	61%	60%	77%	1%
● Improved/Maintained Axis V GAF Score		51	81%	85%	53%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		63	86%	90%	98%	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Assertive Community Treatment Programs

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	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	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		N/A	N/A	25%	7%	-25% ▼
Social Support		N/A	N/A	60%	86%	-60% ▼
Stable Living Situation		N/A	N/A	95%	97%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	N/A	N/A	0%	90%	94%	-90%

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 70 Active Supervised Apartments Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	N/A	N/A	0%	90%	62%	-90%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 88%

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 10 Active Respite Bed Programs