

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,237	1,425	-13% ▼
	Admits	685	783	-13% ▼
	Discharges	647	849	-24% ▼
	Service Hours	59,181	59,865	-1%
	Bed Days	3,799	181	1999%
	S.Rehab/PHP/IOP	16	2	700%

Consumer Satisfaction Survey

(Based on 296 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		87%	80%	92%
✓ Overall		84%	80%	91%
✓ Access		82%	80%	88%
● Outcome		73%	80%	83%
● Recovery		66%	80%	79%

▲ > 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	1,061	59.2%
	Community Support	322	18.0%
	Employment Services	93	5.2%
	Social Rehabilitation	73	4.1%
	ACT	65	3.6%
	Residential Services	17	0.9%
	Case Management	3	0.2%
	Addiction	Outpatient	96
Forensic MH	Forensics Community-based	62	3.5%
Other	Other	1	0.1%

Client Demographics

Age	#	%	State Avg
18-25	185	15%	13%
26-34	203	17%	24%
35-44	174	14%	20%
45-54	245	20%	21%
55-64	282	23%	16%
65+	141	11%	5%

Gender	#	%	State Avg
Female	651	53%	▲ 40%
Male	586	47%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	906	73%	72%
Hispanic-Other	284	23%	▲ 7%
Hisp-Puerto Rican	40	3%	12%
Hispanic-Mexican	4	0%	1%
Unknown	2	0%	7%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,041	84%	▲ 64%
Other	81	7%	13%
Black/African American	77	6%	▼ 17%
Am. Indian/Native Alaskan	24	2%	1%
Asian	10	1%	1%
Unknown	3	0%	4%
Hawaiian/Other Pacific Islander	1	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	96	114	-16% ▼
Admits	27	26	4%
Discharges	29	45	-36% ▼
Service Hours	676	992	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Valid TEDS Data	54%	92%
On-Time Periodic		
6 Month Updates	77%	24%
Cooccurring		
MH Screen Complete	78%	97%
SA Screen Complete	78%	99%
Diagnosis		
Valid Axis I Diagnosis	91%	99%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	55%	50%	54%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		89	93%	75%	86%	18% ▲
✓ Improved/Maintained Axis V GAF Score		68	76%	75%	59%	1%
● Stable Living Situation		85	89%	95%	85%	-6%
● Employed		31	32%	50%	44%	-18% ▼
● Abstinence/Reduced Drug Use		31	32%	55%	56%	-23% ▼
● Self Help		18	19%	60%	33%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	99%	90%	72%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		15	56%	75%	66%	-19% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 113 Active Standard Outpatient Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	97%
Valid Axis V GAF Score	100%	89%

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
✓ Social Support		1	100%	60%	69%	40% ▲
✓ Stable Living Situation		1	100%	95%	86%	5%
● Employed		0	0%	30%	24%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												1	8%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 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 2017 - June 2018 (Data as of Sep 18, 2018)

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	322	305	6%
Admits	170	137	24% ▲
Discharges	157	129	22% ▲
Service Hours	8,046	6,578	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	62%	90%
SA Screen Complete	60%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		91	58%	65%	67%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		322	90%	80%	92%	10%
✓ Improved/Maintained Axis V GAF Score		225	77%	65%	66%	12% ▲
● Social Support		210	59%	60%	82%	-1%
● Employed		66	18%	20%	13%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		199	100%	90%	99%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Service Hours	6	-	

Cooccurring	Actual	State Avg
✓ MH Screen Complete	0%	0%
✓ SA Screen Complete	0%	0%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	33%
✓ Valid Axis V GAF Score	100%	33%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 0 Active Integrated Primary Care Programs

Jail Diversion 309-341

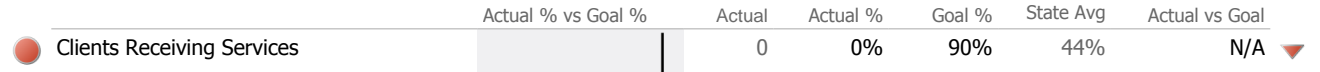
Bridges Healthcare, Inc.

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

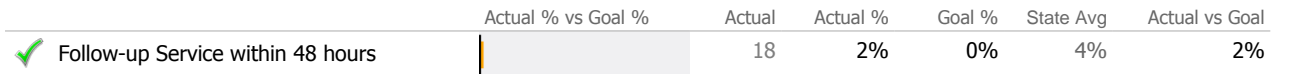
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	81	-23% ▼
Admits	52	65	-20% ▼
Discharges	22	73	-70% ▼
Service Hours	-		-100% ▼

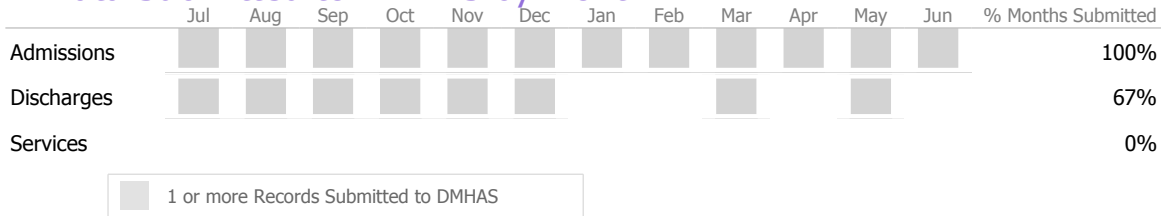
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 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	1,061	1,195	-11% ▼
Admits	338	451	-25% ▼
Discharges	346	477	-27% ▼
Service Hours	12,497	15,034	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	81%	88%
SA Screen Complete	83%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	97%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		107	31%	50%	45%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		345	32%	30%	24%	2%
Social Support		631	58%	60%	69%	-2%
Stable Living Situation		990	91%	95%	86%	-4%
Improved/Maintained Axis V GAF Score		755	76%	75%	54%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		727	98%	90%	89%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		221	67%	75%	67%	-8%

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	█	█	█	█	█	█	█	█	█	█	█	█	92%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	23	▼
Admits	-	-	
Discharges	-	23	-100% ▼
Service Hours	-	143	-100% ▼

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	95%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	68%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	11%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	76%	-95% ▼
Social Support		N/A	N/A	60%	87%	-60% ▼
Stable Living Situation		N/A	N/A	85%	98%	-85% ▼

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 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

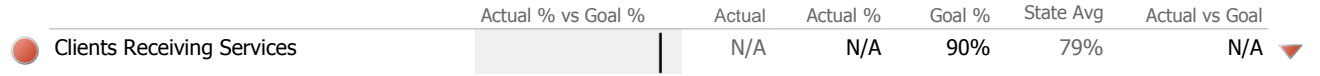
Actual Goal Goal Met Below Goal

* State Avg based on 39 Active 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



* State Avg based on 36 Active Social Rehabilitation Programs

Senior Outreach

Bridges Healthcare, Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

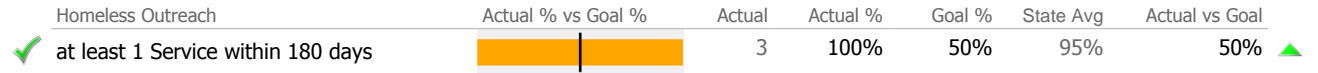
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

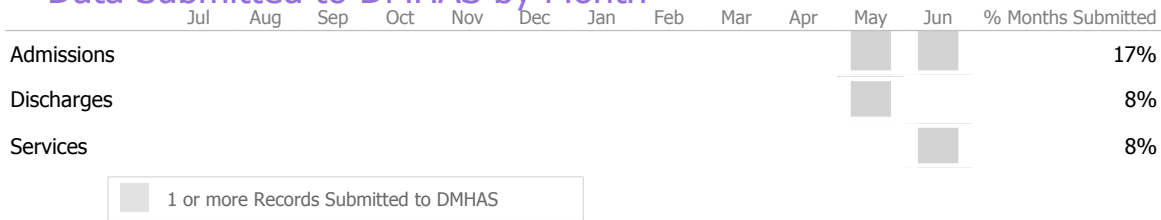
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	1	-	
Service Hours	5	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	73	81	-10%
Admits	13	14	-7%
Discharges	16	22	-27% ▼
Service Hours	27,861	21,095	32% ▲
Social Rehab/PHP/IOP Days	16	2	700% ▲

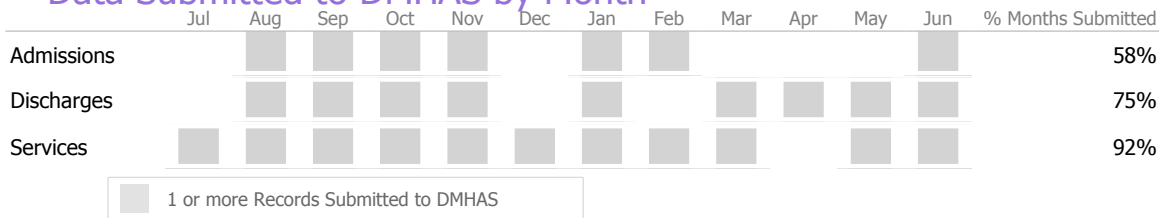
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	55	96%	90%	79%	6%

Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	102	-9%
Admits	51	65	-22% ▼
Discharges	57	57	0%
Service Hours	856	1,148	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		43	43%	35%	43%	8%

Service Utilization

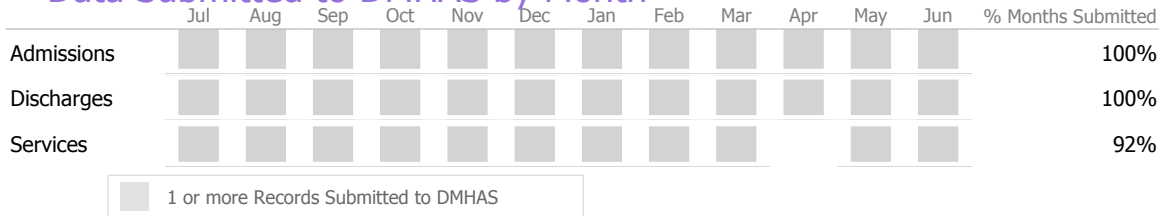
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	93%	90%	98%	3%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	75	-13% ▼
Admits	10	25	-60% ▼
Discharges	19	23	-17% ▼
Service Hours	8,625	14,875	-42% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	16%	65%	50%	-49% ▼
● No Re-admit within 30 Days of Discharge		16	84%	85%	94%	-1%
● Follow-up within 30 Days of Discharge		2	67%	90%	55%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		93%
Cooccurring	Actual	State Avg
MH Screen Complete		95%
SA Screen Complete		95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		88%

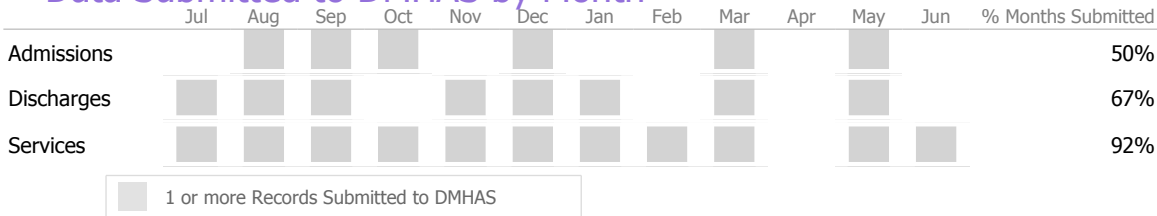
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		54	83%	60%	90%	23% ▲
✓ Social Support		47	72%	60%	80%	12% ▲
✓ Employed		11	17%	15%	14%	2%
● Improved/Maintained Axis V GAF Score		48	77%	85%	54%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	96%	90%	99%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	1	1600% ▲
Admits	16	-	
Discharges	-	-	
Service Hours	606	-	
Bed Days	3,799	181	1999% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%

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%	80%	N/A

Recovery

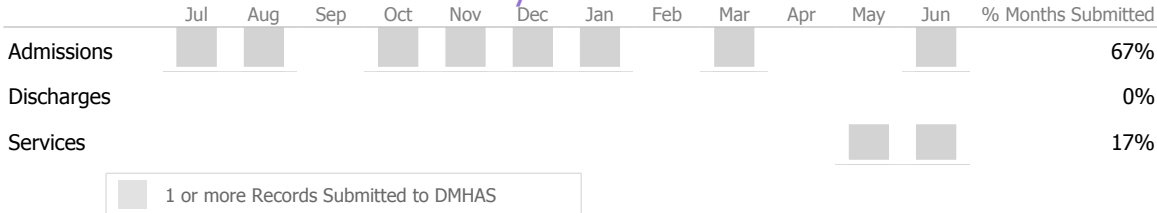
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	76%	60%	84%	16% ▲
● Employed		3	18%	25%	11%	-7%
● Stable Living Situation		13	76%	95%	96%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	379 days	0.1	260%	90%	94%	170% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs