

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,083	958	13%	▲
	Admits	166	151	10%	
	Discharges	152	156	-3%	
	Service Hours	8,407	9,012	-7%	
	Bed Days	438	1,388	-68%	▼
	S.Rehab/PHP/IOP	1,366	4	34050%	

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

Consumer Satisfaction Survey

(Based on 294 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		87%	80%	88%
● Outcome		74%	80%	83%
● Recovery		67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	925	63.3%
	Community Support	184	12.6%
	Social Rehabilitation	67	4.6%
	Employment Services	55	3.8%
	ACT	42	2.9%
	Case Management	8	0.5%
	Residential Services	5	0.3%
	Addiction	Recovery Support	32
Medication Assisted Treatment		31	2.1%
Outpatient		30	2.1%
Forensic MH	Forensics Community-based	79	5.4%
Other	Other	3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	132	12%	9%	Female	579	54%	▲ 41%	
26-34	172	16%	22%	Male	503	46%	▼ 59%	
35-44	167	15%	21%	Transgender			0%	
45-54	195	18%	20%	Race	White/Caucasian	882	81%	▲ 64%
55-64	248	23%	20%		Black/African American	75	7%	16%
65+	165	15%	7%		Other	73	7%	13%
					Unknown	30	3%	5%
Ethnicity	Non-Hispanic	824	76%	71%	Am. Indian/Native Alaskan	13	1%	1%
	Hispanic-Other	116	11%	7%	Asian	9	1%	1%
	Unknown	106	10%	9%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hisp-Puerto Rican	32	3%	12%	Multiple Races			1%
	Hispanic-Mexican	4	0%	1%				
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	30	60	-50% ▼
Admits	-	4	-100% ▼
Discharges	-	9	-100% ▼
Service Hours	65	89	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	27%	90%
On-Time Periodic		
6 Month Updates	67%	31%
Co-occurring		
MH Screen Complete	44%	91%
SA Screen Complete	44%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		28	93%	75%	47%	18% ▲
Not Arrested		25	83%	75%	79%	8%
Stable Living Situation		26	87%	95%	78%	-8%
Abstinence/Reduced Drug Use		11	37%	55%	48%	-18% ▼
Employed		9	30%	50%	40%	-20% ▼
Self Help		2	7%	60%	28%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	93%	90%	59%	3%

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	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

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	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 86%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 56%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 61%
SA Screen Complete		N/A 61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		0% 97%
Valid Axis V GAF Score		100% 90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	22%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	42%	-75% ▼
Stable Living Situation		0	0%	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	74%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	78%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 89 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	223	-17% ▼
Admits	11	24	-54% ▼
Discharges	19	38	-50% ▼
Service Hours	1,706	2,170	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	73%
On-Time Periodic	Actual	State Avg
6 Month Updates	49%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	32%	25%
SA Screen Complete	32%	25%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	47%	65%	57%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		165	89%	80%	88%	9%
Social Support		125	68%	60%	82%	8%
Improved/Maintained Axis V GAF Score		122	74%	65%	60%	9%
Employed		28	15%	20%	13%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		165	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	50	58% ▲
Admits	11	18	-39% ▼
Discharges	-	15	-100% ▼
Service Hours	1	-	

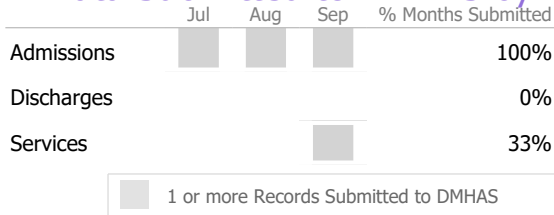
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	1%	90%	48%	-89% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	44%	0%

Data Submitted to DMHAS by 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	924	820	13% ▲
Admits	104	83	25% ▲
Discharges	82	74	11% ▲
Service Hours	2,847	2,838	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	42%	61%
SA Screen Complete	40%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	30%	50%	46%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		652	70%	60%	62%	10%
Employed		237	26%	30%	22%	-4%
Stable Living Situation		784	84%	95%	79%	-11% ▼
Improved/Maintained Axis V GAF Score		532	68%	75%	42%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		680	80%	90%	74%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		82	80%	75%	78%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 89 Active Standard Outpatient Programs

Program Activity


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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	<div style="width: 0%; background-color: #ccc; border: 1px solid black;"></div>	N/A	N/A	90%	61%	N/A 

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 33 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 2019 - September 2019 (Data as of Dec 27, 2019)

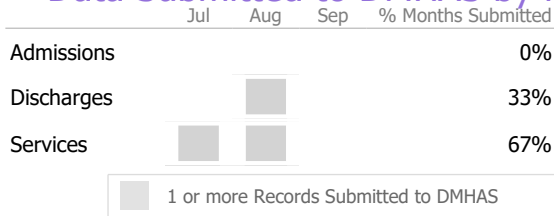
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	-	5	-100% ▼
Discharges	5	-	
Service Hours	16	15	6%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	96%	-50% ▼

Data Submitted to DMHAS by Month



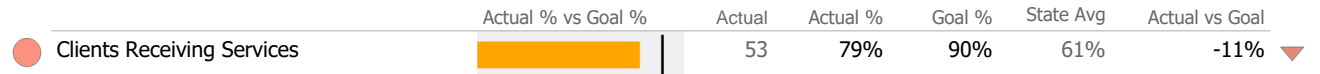
▲ > 10% Over ▼ < 10% Under

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	64	5%
Admits	3	6	-50% ▼
Discharges	-	1	-100% ▼
Social Rehab/PHP/IOP Days	1,366	4	34050%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	11	-	
Discharges	12	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	93%
Valid TEDS Data	72%	97%
On-Time Periodic		
6 Month Updates	N/A	37%
Co-occurring		
MH Screen Complete	0%	78%
SA Screen Complete	50%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	92%	50%	47%	42% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		15	48%	50%	31%	-2%
● Stable Living Situation		26	84%	95%	71%	-11% ▼
● Abstinence/Reduced Drug Use		11	35%	55%	52%	-20% ▼
✓ Improved/Maintained Axis V GAF Score		12	100%	75%	44%	25% ▲
● Self Help		3	10%	60%	25%	-50% ▼
● Not Arrested		5	16%	75%	71%	-59% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

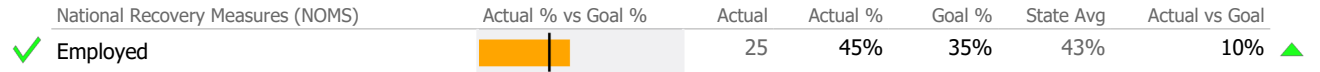
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

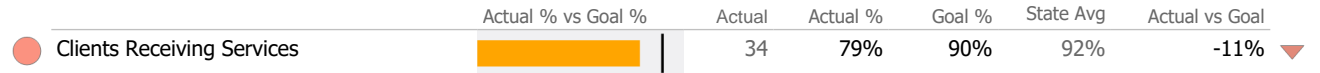
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	49	12% ▲
Admits	8	7	14% ▲
Discharges	12	15	-20% ▼
Service Hours	164	184	-11% ▼

Recovery



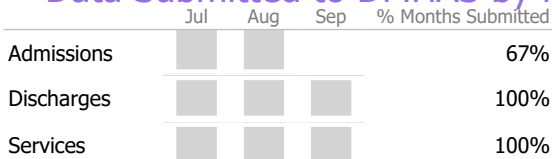
Service Utilization



Data Submission Quality



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 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	49	-14% ▼
Admits	6	3	100% ▲
Discharges	2	1	100% ▲
Service Hours	2,312	2,034	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	64%
On-Time Periodic		
6 Month Updates	50%	84%
Co-occurring		
MH Screen Complete	100%	22%
SA Screen Complete	92%	26%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	65%	52%	35% ▲
No Re-admit within 30 Days of Discharge		2	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		40	95%	60%	88%	35% ▲
Social Support		37	88%	60%	78%	28% ▲
Employed		9	21%	15%	13%	6% ▲
Improved/Maintained Axis V GAF Score		31	89%	85%	47%	4% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	100%	90%	99%	10% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	17	-71% ▼
Admits	1	1	0%
Discharges	-	3	-100% ▼
Service Hours	382	300	27% ▲
Bed Days	438	1,388	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic		
6 Month Updates	50%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	0	0	33%
Discharges	0	0	0	0%
Services	1	1	1	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	82%	20% ▲
✓ Stable Living Situation		5	100%	95%	91%	5%
○ Employed		1	20%	25%	10%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	310 days	0.8	119%	90%	92%	29% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 80 Active Supervised Apartments Programs