

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,086	1,172	-7%
	Admits	407	552	-26% ▼
	Discharges	379	567	-33% ▼
	Service Hours	22,203	31,579	-30% ▼
	Bed Days	1,298	1,117	16% ▲
	S.Rehab/PHP/IOP	918	4,120	-78% ▼

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

Consumer Satisfaction Survey

(Based on 197 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Overall		97%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Access		94%	80%	88%
● Outcome		75%	80%	83%
● Recovery		68%	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	947	61.7%
	Community Support	228	14.9%
	Social Rehabilitation	65	4.2%
	Employment Services	64	4.2%
	ACT	50	3.3%
	Case Management	10	0.7%
	Residential Services	6	0.4%
	Addiction	Medication Assisted Treatment	54
Outpatient		33	2.1%
Recovery Support		29	1.9%
Forensic MH	Forensics Community-based	45	2.9%
Other	Other	4	0.3%

Client Demographics

Age	#	%	State Avg
18-25	134	12%	10%
26-34	192	18%	22%
35-44	163	15%	23%
45-54	183	17%	19%
55-64	231	21%	18%
65+	180	17%	7%

Gender	#	%	State Avg
Female	576	53%	▲ 41%
Male	510	47%	▼ 59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	874	80%	▲ 61%
Other	96	9%	13%
Black/African American	64	6%	▼ 17%
Unknown	32	3%	6%
Am. Indian/Native Alaskan	10	1%	0%
Asian	9	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

Addiction Outpatient 988200

Bridges Healthcare Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	34	-3%
Admits	1	5	-80% ▼
Discharges	3	3	0%
Service Hours	240	225	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	86%
Valid TEDS Data	35%	86%
On-Time Periodic		
6 Month Updates	57%	26%
Co-occurring		
MH Screen Complete	44%	92%
SA Screen Complete	38%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	51%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		24	73%	75%	79%	-2%
● Stable Living Situation		28	85%	95%	78%	-10%
● Employed		7	21%	50%	32%	-29% ▼
● Abstinence/Reduced Drug Use		8	24%	55%	49%	-31% ▼
● Self Help		2	6%	60%	18%	-54% ▼

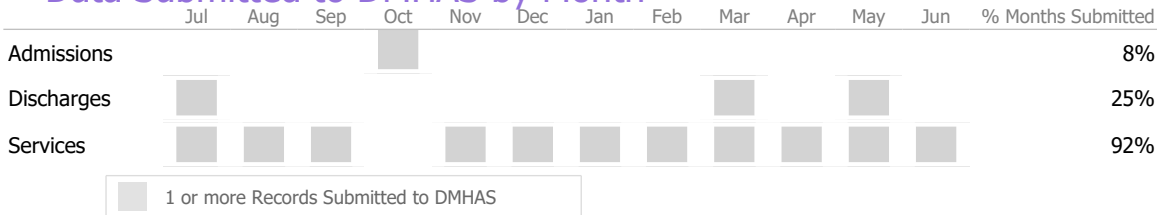
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	72%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 111 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

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%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	36%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	24%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	75%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	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%	75%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 88 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	228	216	6%
Admits	55	43	28% ▲
Discharges	40	45	-11% ▼
Service Hours	4,546	6,235	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	81%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	29%	87%
SA Screen Complete	29%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	48%	65%	56%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		195	85%	60%	81%	25% ▲
Stable Living Situation		219	96%	80%	88%	16% ▲
Employed		33	14%	20%	13%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		188	99%	90%	98%	9%

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	■		■		■	■	■	■	■	■	■	■	83%

■ 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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	

Data Submission Quality

Data Entry Actual State Avg

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	66%
SA Screen Complete	N/A	86%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

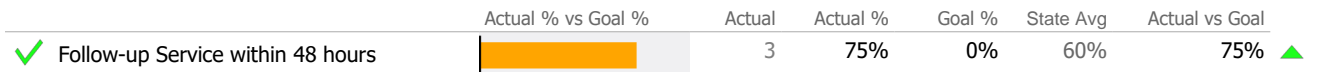
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	80	-44% ▼
Admits	23	43	-47% ▼
Discharges	11	59	-81% ▼
Service Hours	61	7	

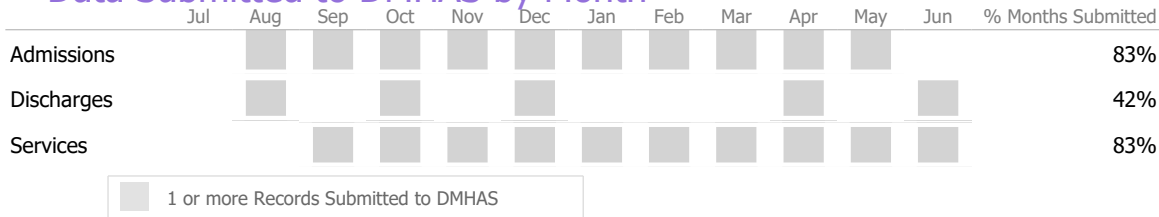
Service Utilization



Jail Diversion



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	946	1,004	-6%
Admits	207	300	-31% ▼
Discharges	198	279	-29% ▼
Service Hours	10,161	11,312	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	86%
On-Time Periodic		
6 Month Updates	49%	54%
Co-occurring		
MH Screen Complete	46%	80%
SA Screen Complete	43%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	20%	50%	36%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		719	75%	60%	62%	15% ▲
Employed		247	26%	30%	24%	-4%
Stable Living Situation		847	88%	95%	75%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		716	94%	90%	85%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		140	69%	75%	75%	-6%

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

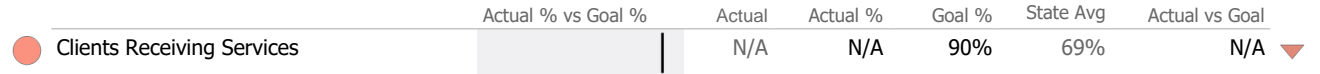
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 88 Active Standard Outpatient 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 34 Active Social Rehabilitation Programs

Senior Outreach

Bridges Healthcare Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

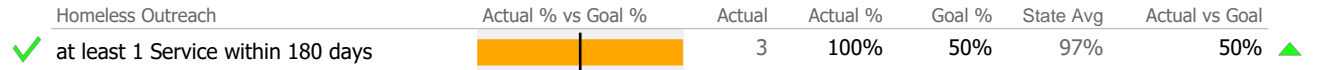
Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

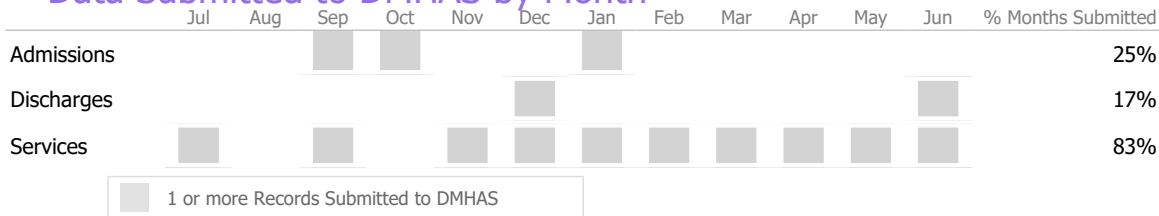
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	3	8	-63% ▼
Discharges	10	6	67% ▲
Service Hours	66	120	-45% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

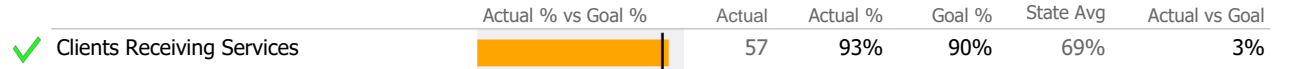
* State Avg based on 46 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

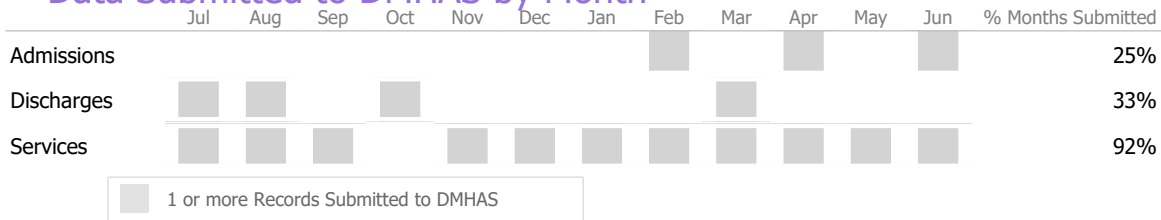
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	70	-7%
Admits	4	9	-56% ▼
Discharges	4	9	-56% ▼
Service Hours	2,713	4,508	-40% ▼
Social Rehab/PHP/IOP Days	918	4,120	-78% ▼

Service Utilization



Data Submitted to DMHAS by Month



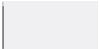


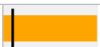
* State Avg based on 34 Active Social Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	65	-55% ▼
Admits	21	47	-55% ▼
Discharges	28	60	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	 N/A	N/A
Co-occurring		
MH Screen Complete	 0%	39%
SA Screen Complete	 42%	45%
Diagnosis		
Valid Axis I Diagnosis	 100%	11%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	65	-17% ▼
Admits	45	48	-6%
Discharges	42	56	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	88%
Valid TEDS Data	58%	95%
On-Time Periodic		
6 Month Updates	0%	23%
Co-occurring		
MH Screen Complete	0%	80%
SA Screen Complete	34%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

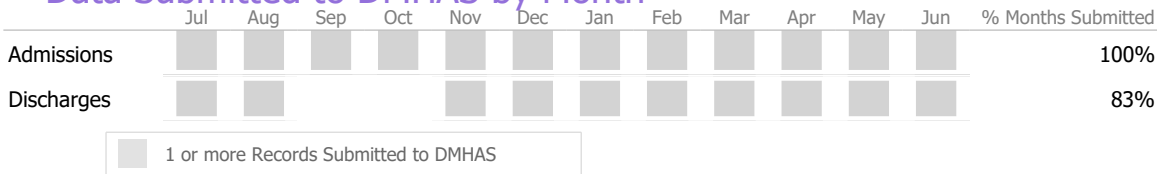
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	62%	50%	48%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		29	51%	50%	24%	1%
● Stable Living Situation		50	88%	95%	67%	-7%
● Abstinence/Reduced Drug Use		13	23%	55%	50%	-32% ▼
● Not Arrested		16	28%	75%	70%	-47% ▼
● Self Help		3	5%	60%	19%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	69	-7%
Admits	33	35	-6%
Discharges	29	40	-28% ▼
Service Hours	856	655	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	38%	35%	43%	3%

Service Utilization

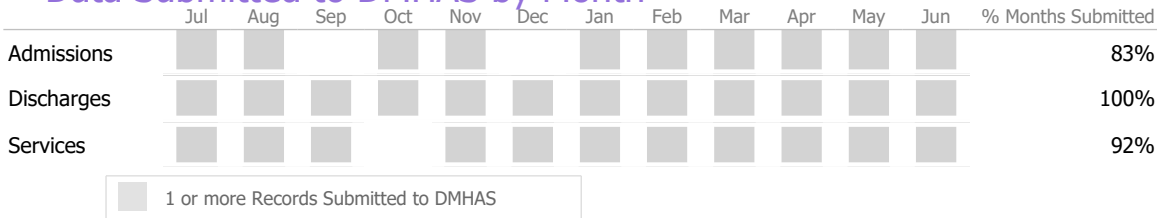
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	49	2%
Admits	10	13	-23% ▼
Discharges	11	8	38% ▲
Service Hours	3,053	7,562	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
On-Time Periodic		
6 Month Updates	46%	87%
Co-occurring		
MH Screen Complete	92%	93%
SA Screen Complete	95%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	36%	65%	46%	-29% ▼
No Re-admit within 30 Days of Discharge		10	91%	85%	93%	6%
Follow-up within 30 Days of Discharge		1	25%	90%	56%	-65% ▼

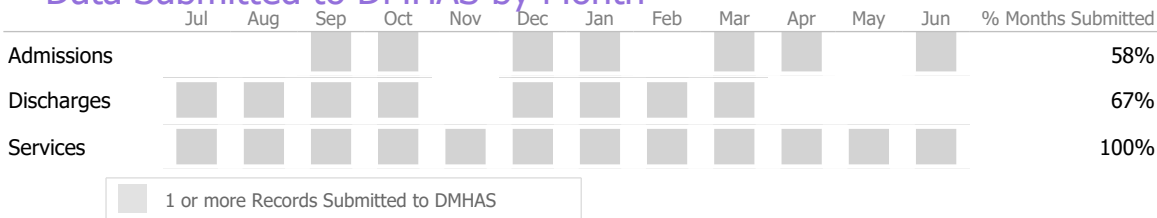
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	98%	60%	92%	38% ▲
Social Support		46	90%	60%	79%	30% ▲
Employed		16	31%	15%	16%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	98%	90%	99%	8%

Data Submitted to DMHAS by Month



▲ > 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	6	4	50% ▲
Admits	5	1	400% ▲
Discharges	2	2	0%
Service Hours	507	955	-47% ▼
Bed Days	1,298	1,117	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	76%
6 Month Updates	0%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	79%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

Recovery

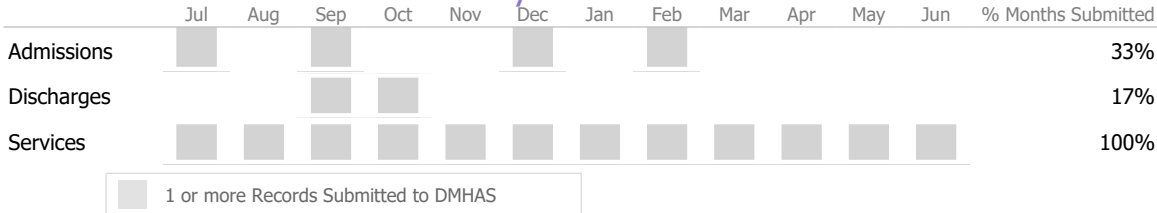
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	57%	60%	84%	-3%
Stable Living Situation		6	86%	95%	94%	-9%
Employed		1	14%	25%	12%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	556 days	0.2	89%	90%	94%	-1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs