

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,166	1,007	16%	▲
	Admits	413	289	43%	▲
	Discharges	389	309	26%	▲
	Service Hours	17,217	15,877	8%	
	Bed Days	1,191	843	41%	▲
	S.Rehab/PHP/IOP	4,177	4 104325%		

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

Consumer Satisfaction Survey

(Based on 177 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		73%	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	1,002	63.8%
	Community Support	216	13.7%
	Social Rehabilitation	68	4.3%
	Employment Services	57	3.6%
	ACT	50	3.2%
	Case Management	12	0.8%
	Residential Services	7	0.4%
	Addiction	Medication Assisted Treatment	64
Outpatient		35	2.2%
Case Management		2	0.1%
Forensic MH	Forensics Community-based	55	3.5%
Other	Other	3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	154	13%	10%	Female	587	50%	41%	
26-34	196	17%	22%	Male	579	50%	59%	
35-44	180	15%	23%	Transgender			0%	
45-54	196	17%	19%	Race	White/Caucasian	917	79%	▲ 62%
55-64	243	21%	19%		Other	96	8%	13%
65+	197	17%	8%		Black/African American	95	8%	17%
					Unknown	38	3%	6%
Ethnicity	Non-Hispanic	916	79%	▲ 68%	Asian	11	1%	1%
	Unknown	118	10%	12%	Am. Indian/Native Alaskan	8	1%	0%
	Hispanic-Other	77	7%	8%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hisp-Puerto Rican	48	4%	11%	Multiple Races			1%
Hispanic-Cuban	5	0%	0%					
Hispanic-Mexican	2	0%	1%					

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

Addiction Outpatient 988200

Bridges Healthcare Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	141	182	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	87%
Valid TEDS Data	60%	85%
On-Time Periodic		
6 Month Updates	70%	15%
Co-occurring		
MH Screen Complete	30%	92%
SA Screen Complete	25%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		13	43%	55%	42%	-12% ▼
Stable Living Situation		24	80%	95%	75%	-15% ▼
Not Arrested		16	53%	75%	76%	-22% ▼
Employed		5	17%	50%	33%	-33% ▼
Self Help		1	3%	60%	15%	-57% ▼

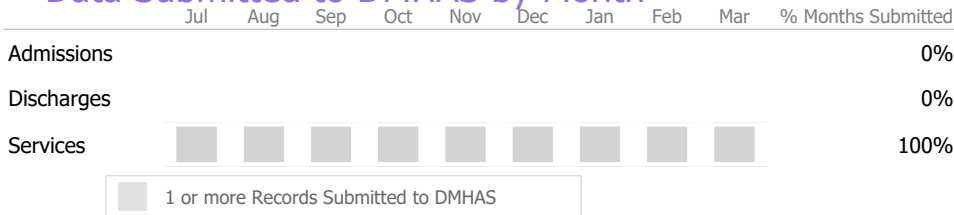
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	83%	90%	58%	-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%	65%	-75% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 108 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	5		
Admits	5	-	
Discharges	1	-	
Service Hours	22	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Valid TEDS Data	17%	24%
On-Time Periodic		
6 Month Updates	0%	74%
Co-occurring		
MH Screen Complete	50%	44%
SA Screen Complete	50%	50%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	66%	-75% ▼

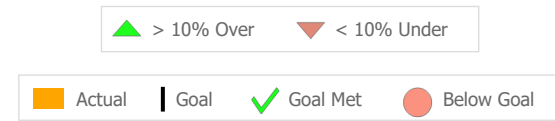
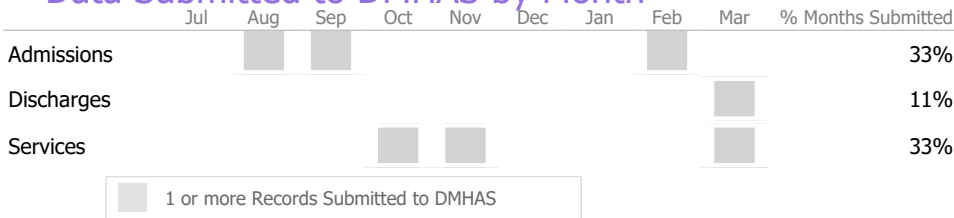
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	92%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	80%	75%	81%	5%

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Gambling 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 88%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 53%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 90%
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%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	25%	-30% ▼
Social Support		0	0%	60%	61%	-60% ▼
Stable Living Situation		0	0%	95%	72%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	82%	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	Oct	Nov	Dec	Jan	Feb	Mar	% 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 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	-	-	
Service Hours	8	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	67%	N/A

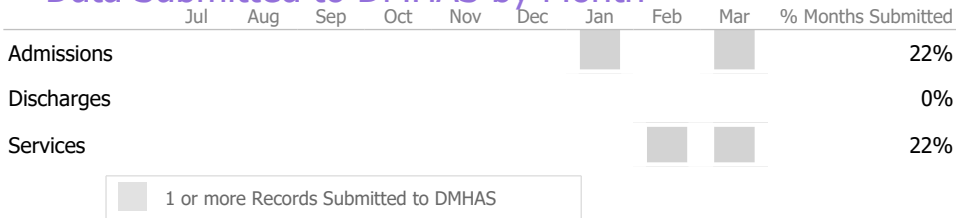
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	79%	20% ▲
● Employed		0	0%	20%	27%	-20% ▼
● Self Help		0	0%	60%	51%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	76%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	216	217	0%
Admits	27	43	-37% ▼
Discharges	52	30	73% ▲
Service Hours	3,536	3,230	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	36%	96%
SA Screen Complete	36%	95%
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		30	58%	65%	57%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		190	88%	60%	80%	28% ▲
Stable Living Situation		202	93%	80%	87%	13% ▲
Employed		35	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		163	98%	90%	98%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Co-occurring		
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	87%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

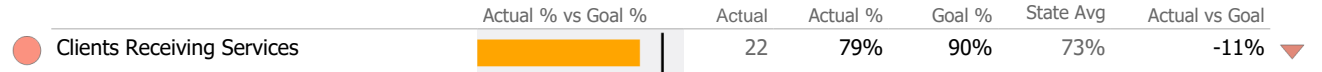
* State Avg based on 6 Active Integrated Primary Care Programs

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

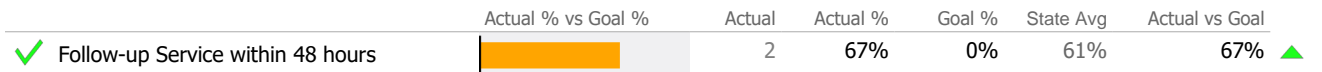
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	40	38% ▲
Admits	21	18	17% ▲
Discharges	28	9	211% ▲
Service Hours	109	38	188% ▲

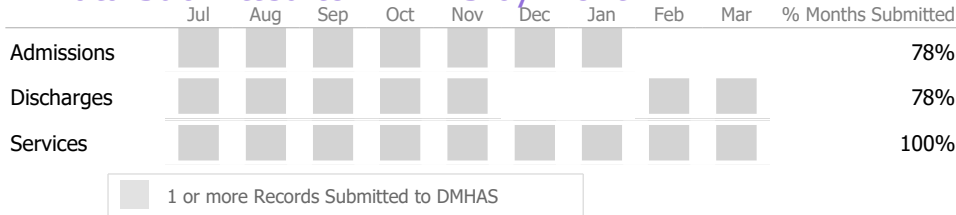
Service Utilization



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	1,001	879	14% ▲
Admits	255	135	89% ▲
Discharges	214	163	31% ▲
Service Hours	7,846	7,539	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic		
6 Month Updates	45%	53%
Co-occurring		
MH Screen Complete	46%	90%
SA Screen Complete	45%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	20%	50%	41%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		739	73%	60%	61%	13% ▲
Employed		263	26%	30%	25%	-4%
Stable Living Situation		864	85%	95%	72%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		728	91%	90%	82%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		185	73%	75%	78%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 74 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	% Months Submitted
Admissions										0%
Discharges										0%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

■ 1 or more Records Submitted to DMHAS

* State Avg based on 34 Active Social Rehabilitation Programs

Senior Outreach

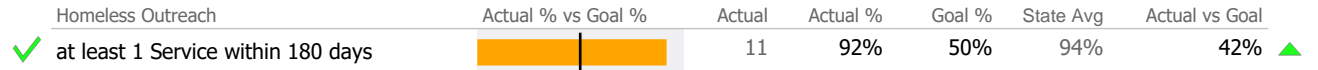
Bridges Healthcare Inc.

Mental Health - Case Management - Outreach & Engagement

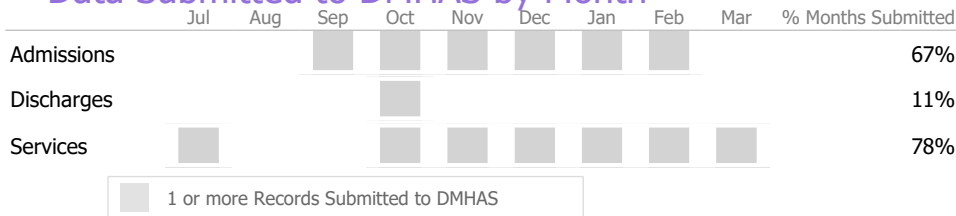
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	12	3	300% ▲
Discharges	1	3	-67% ▼
Service Hours	32	58	-45% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

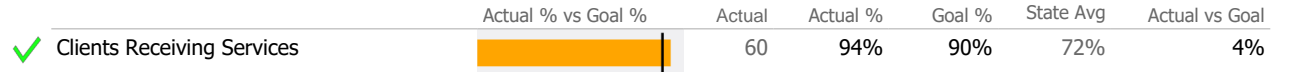
* State Avg based on 48 Active Outreach & Engagement Programs

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

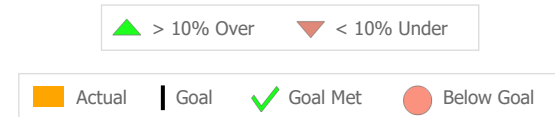
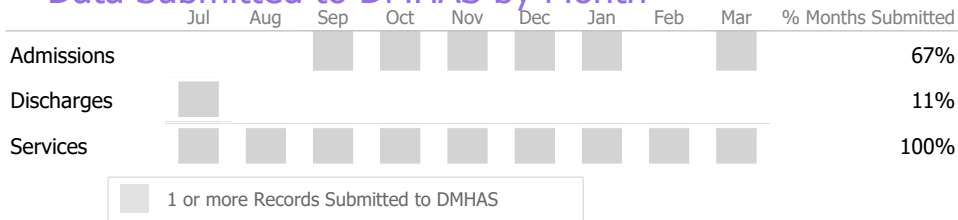
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	62	10%
Admits	9	1	800% ▲
Discharges	5	4	25% ▲
Service Hours	339	1,659	-80% ▼
Social Rehab/PHP/IOP Days	4,177	4	104325%

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	64	43	49% ▲
Admits	50	32	56% ▲
Discharges	51	32	59% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	92%
Valid TEDS Data	50%	90%
On-Time Periodic		
6 Month Updates	0%	28%
Co-occurring		
MH Screen Complete	0%	76%
SA Screen Complete	84%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

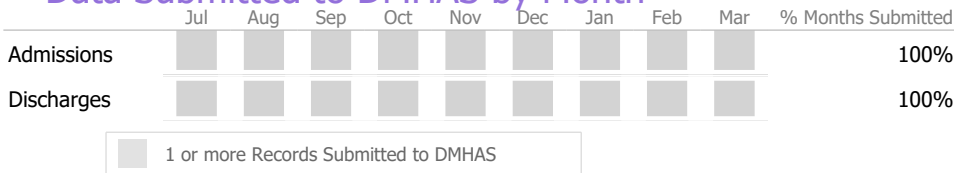
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	27%	50%	44%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		61	94%	95%	63%	-1%
Not Arrested		46	71%	75%	66%	-4%
Employed		27	42%	50%	22%	-8%
Abstinence/Reduced Drug Use		23	35%	55%	44%	-20% ▼
Self Help		3	5%	60%	15%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 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	57	56	2%
Admits	20	22	-9%
Discharges	22	24	-8%
Service Hours	818	608	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	43%	35%	47%	8%

Service Utilization

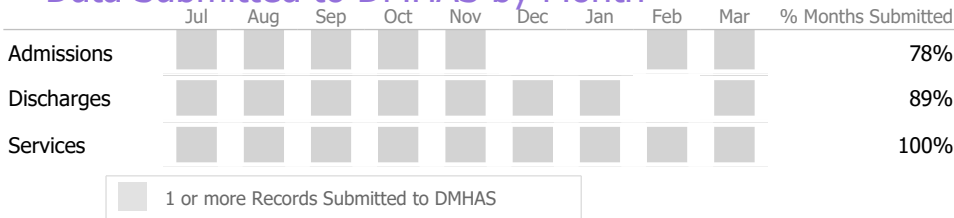
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

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

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	48	4%
Admits	10	8	25% ▲
Discharges	11	11	0%
Service Hours	3,665	2,282	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic		
6 Month Updates	38%	84%
Co-occurring		
MH Screen Complete	97%	95%
SA Screen Complete	97%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	55%	65%	48%	-10% ▼
No Re-admit within 30 Days of Discharge		9	90%	85%	96%	5%
Follow-up within 30 Days of Discharge		0	0%	90%	42%	-90% ▼

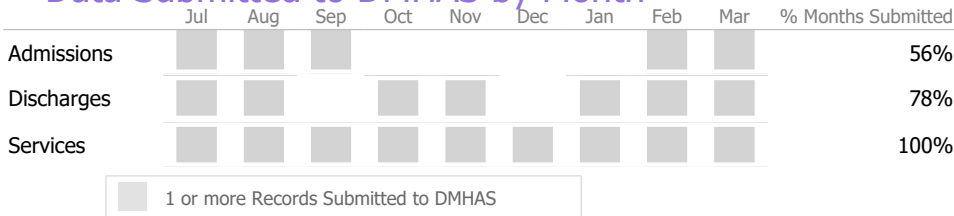
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	92%	60%	91%	32% ▲
Social Support		43	84%	60%	79%	24% ▲
Employed		19	37%	15%	17%	22% ▲

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	7	6	17% ▲
Admits	2	5	-60% ▼
Discharges	3	2	50% ▲
Service Hours	703	282	150% ▲
Bed Days	1,191	843	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	78%
6 Month Updates	67%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	72%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

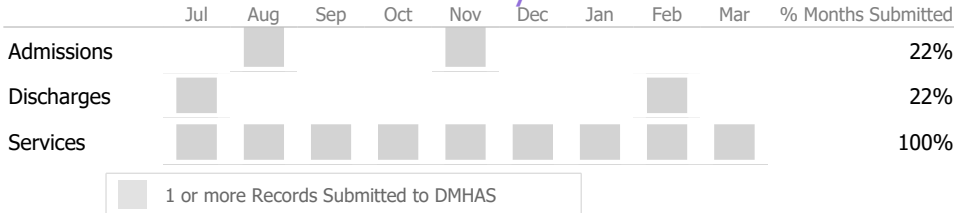
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	85%	40% ▲
Stable Living Situation		7	100%	95%	95%	5%
Employed		1	14%	25%	12%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	385 days	0.3	109%	90%	92%	19% ▲

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 80 Active Supervised Apartments Programs