

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,239	1,088	14%	▲
	Admits	515	411	25%	▲
	Discharges	463	387	20%	▲
	Service Hours	22,998	22,201	4%	
	Bed Days	1,628	1,298	25%	▲
	S.Rehab/PHP/IOP	5,241	918	471%	

▲ > 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	1,057	63.6%
	Community Support	218	13.1%
	Social Rehabilitation	71	4.3%
	Employment Services	62	3.7%
	ACT	51	3.1%
	Case Management	18	1.1%
	Residential Services	8	0.5%
	Addiction	Medication Assisted Treatment	77
Outpatient		36	2.2%
Case Management		3	0.2%
Forensic MH	Forensics Community-based	58	3.5%
Other	Other	3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	161	13%	10%	Female	621	50%	41%	
26-34	212	17%	22%	Male	618	50%	59%	
35-44	192	16%	23%	Transgender			0%	
45-54	201	16%	18%	Race	White/Caucasian	969	78% ▲	61%
55-64	260	21%	18%		Black/African American	106	9%	17%
65+	211	17%	8%		Other	104	8%	13%
					Unknown	39	3%	6%
Ethnicity	Non-Hispanic	974	79% ▲	68%	Asian	12	1%	1%
	Unknown	121	10%	12%	Am. Indian/Native Alaskan	8	1%	0%
	Hispanic-Other	82	7%	9%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hisp-Puerto Rican	53	4%	11%	Multiple Races			1%
	Hispanic-Cuban	7	1%	0%				
Hispanic-Mexican	2	0%	1%					

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

Variances 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 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	184	240	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
Valid TEDS Data	55%	84%
On-Time Periodic		
6 Month Updates	23%	15%
Co-occurring		
MH Screen Complete	33%	91%
SA Screen Complete	29%	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%	48%	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		23	77%	95%	76%	-18% ▼
Not Arrested		16	53%	75%	77%	-22% ▼
Employed		5	17%	50%	33%	-33% ▼
Self Help		1	3%	60%	16%	-57% ▼

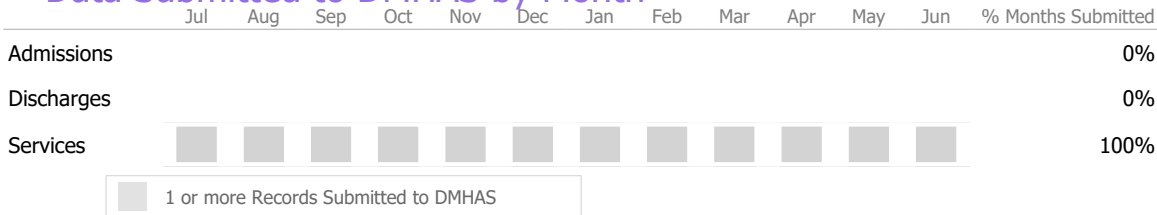
Service Utilization

	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%	63%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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	6		
Admits	6	-	
Discharges	1	-	
Service Hours	41	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid TEDS Data	29%	24%
On-Time Periodic		
6 Month Updates	0%	74%
Co-occurring		
MH Screen Complete	57%	44%
SA Screen Complete	57%	49%
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%	60%	-75% ▼

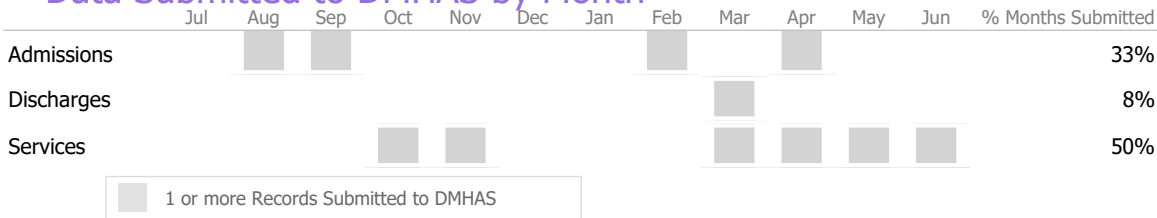
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	90%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	81%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* 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%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	91%
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%	26%	-30% ▼
Social Support		0	0%	60%	62%	-60% ▼
Stable Living Situation		0	0%	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	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%	79%	-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 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	1	-	
Service Hours	22	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	48%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	67%	-50% ▼

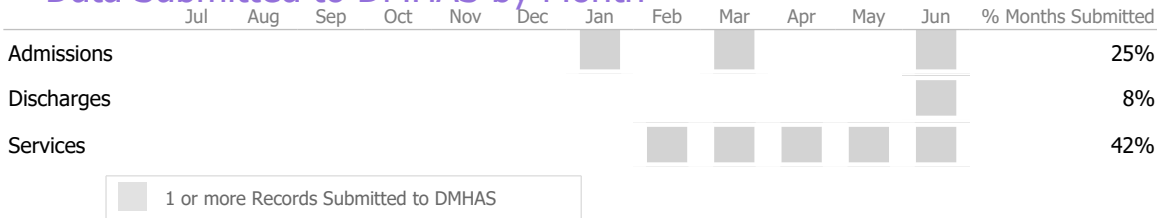
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	80%	80%	20% ▲
● Employed		0	0%	20%	27%	-20% ▼
● Self Help		0	0%	60%	53%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	78%	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	218	229	-5%
Admits	30	55	-45% ▼
Discharges	62	40	55% ▲
Service Hours	4,474	4,546	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	35%	95%
SA Screen Complete	34%	94%
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		33	53%	65%	56%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		193	88%	60%	80%	28% ▲
Stable Living Situation		207	94%	80%	87%	14% ▲
Employed		36	16%	20%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		155	98%	90%	98%	8%

Data Submitted to DMHAS by Month

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

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	86%
SA Screen Complete	N/A	91%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	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%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

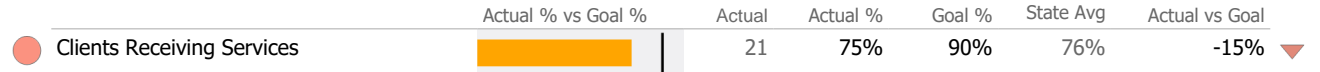
* State Avg based on 6 Active Integrated Primary Care Programs

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

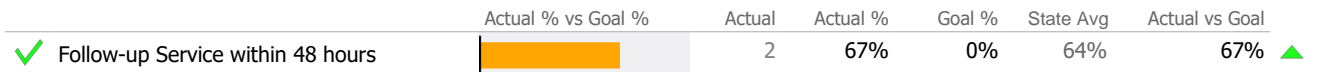
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	47	23% ▲
Admits	24	25	-4%
Discharges	31	12	158% ▲
Service Hours	114	61	85% ▲

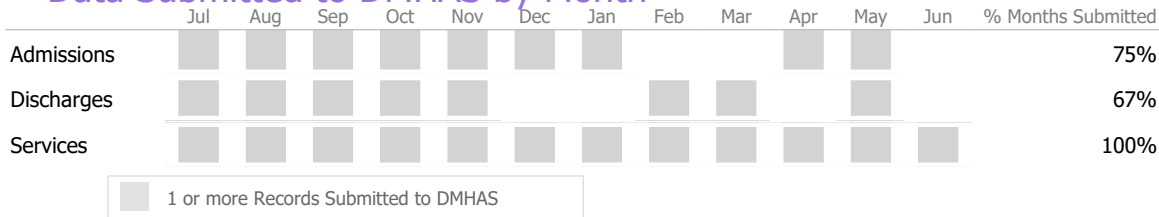
Service Utilization



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	1,056	947	12% ▲
Admits	316	208	52% ▲
Discharges	252	202	25% ▲
Service Hours	10,338	10,160	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	29%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	48%	90%
SA Screen Complete	48%	91%
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		51	20%	50%	41%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		785	73%	60%	62%	13% ▲
Employed		281	26%	30%	26%	-4%
Stable Living Situation		924	86%	95%	73%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		752	92%	90%	84%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		224	72%	75%	79%	-3%

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

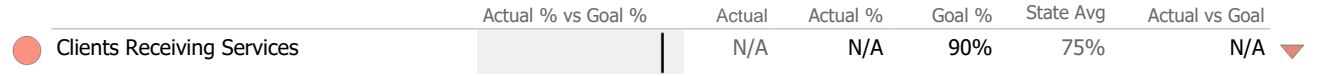
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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	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

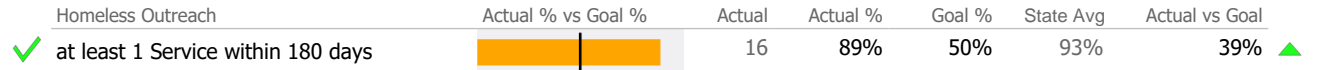
Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

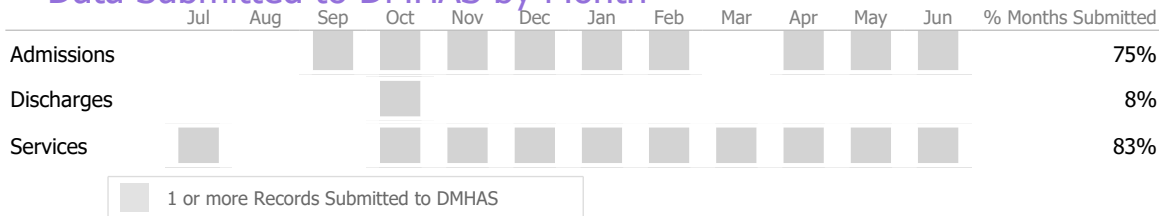
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	10	80% ▲
Admits	18	3	500% ▲
Discharges	1	10	-90% ▼
Service Hours	51	66	-22% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

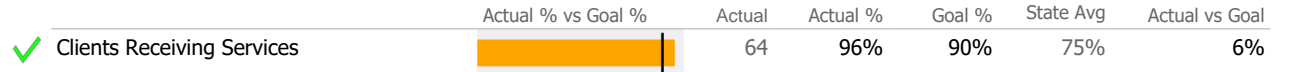
* State Avg based on 50 Active Outreach & Engagement Programs

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

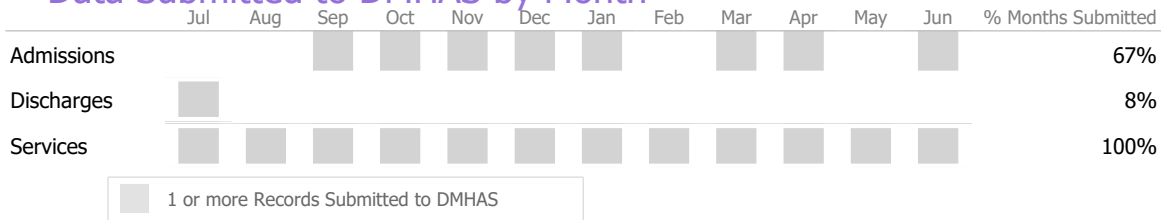
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	65	9%
Admits	12	4	200% ▲
Discharges	5	5	0%
Service Hours	468	2,713	-83% ▼
Social Rehab/PHP/IOP Days	5,241	918	471% ▲

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	77	54	43% ▲
Admits	65	45	44% ▲
Discharges	63	42	50% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	92%
Valid TEDS Data	51%	88%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	0%	75%
SA Screen Complete	87%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

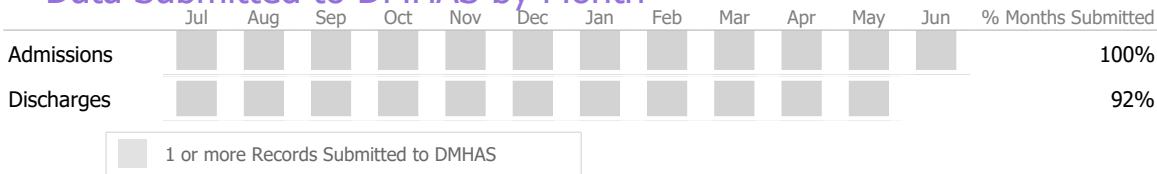
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	29%	50%	44%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		61	76%	75%	68%	1%
● Stable Living Situation		75	94%	95%	64%	-1%
● Employed		33	41%	50%	23%	-9%
● Abstinence/Reduced Drug Use		30	38%	55%	44%	-17% ▼
● Self Help		4	5%	60%	16%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	64	-3%
Admits	26	33	-21% ▼
Discharges	29	31	-6%
Service Hours	1,087	856	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	41%	35%	47%	6%

Service Utilization

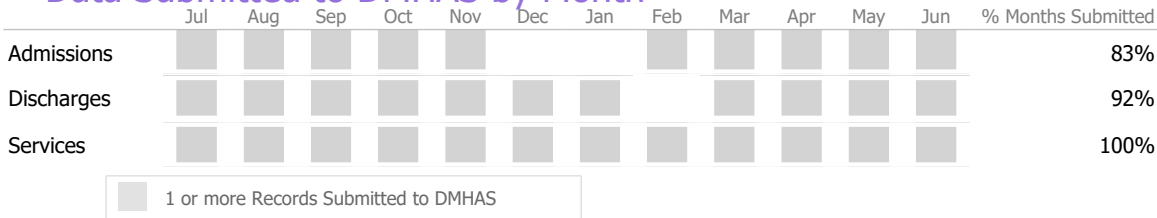
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

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	51	51	0%
Admits	12	11	9%
Discharges	14	11	27% ▲
Service Hours	5,217	3,053	71% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
On-Time Periodic		
6 Month Updates	61%	90%
Co-occurring		
MH Screen Complete	98%	95%
SA Screen Complete	98%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	50%	65%	49%	-15% ▼
No Re-admit within 30 Days of Discharge		12	92%	85%	95%	7%
Follow-up within 30 Days of Discharge		0	0%	90%	43%	-90% ▼

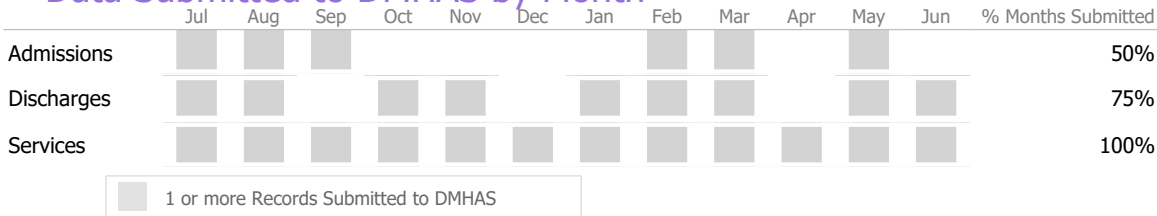
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	94%	60%	91%	34% ▲
Social Support		47	89%	60%	80%	29% ▲
Employed		21	40%	15%	19%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	100%	90%	99%	10%

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	8	6	33% ▲
Admits	3	5	-40% ▼
Discharges	3	2	50% ▲
Service Hours	1,003	507	98% ▲
Bed Days	1,628	1,298	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	80%
6 Month Updates	75%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	70%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

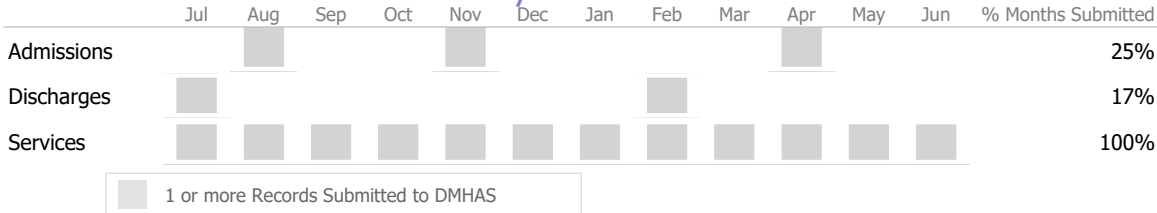
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	84%	40% ▲
Employed		3	38%	25%	12%	13% ▲
Stable Living Situation		8	100%	95%	93%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	438 days	0.2	112%	90%	91%	22% ▲

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 81 Active Supervised Apartments Programs