

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,138	1,156	-2%
	Admits	374	424	-12% ▼
	Discharges	316	411	-23% ▼
	Service Hours	17,234	17,243	0%
	Bed Days	979	917	7%
	S.Rehab/PHP/IOP	4,906	4,177	17% ▲

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

Consumer Satisfaction Survey

(Based on 180 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Access		94%	80%	88%
✓ Respect		93%	80%	91%
✓ Outcome		93%	80%	83%
✓ General Satisfaction		92%	80%	92%
✓ Recovery		89%	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	986	64.3%
	Community Support	221	14.4%
	Social Rehabilitation	75	4.9%
	Employment Services	52	3.4%
	ACT	44	2.9%
	Case Management	29	1.9%
	Residential Services	4	0.3%
Addiction			
	Medication Assisted Treatment	41	2.7%
	Outpatient	36	2.3%
	Case Management	7	0.5%
Forensic MH			
	Forensics Community-based	39	2.5%

Client Demographics

Age	#	%	State Avg
18-25	128	11%	10%
26-34	175	15%	20%
35-44	180	16%	24%
45-54	179	16%	18%
55-64	249	22%	19%
65+	225	20%	▲ 9%

Gender	#	%	State Avg
Female	584	51%	41%
Male	554	49%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	898	79%	▲ 61%
Other	93	8%	13%
Black/African American	91	8%	17%
Unknown	32	3%	7%
Asian	14	1%	1%
Am. Indian/Native Alaskan	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

Addiction Outpatient 988200

Bridges Healthcare Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	-	-	
Discharges	2	-	
Service Hours	117	141	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	83%
Valid TEDS Data	22%	72%
On-Time Periodic		
6 Month Updates	21%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		24	80%	75%	30%	5%
Abstinence/Reduced Drug Use		13	43%	55%	33%	-12% ▼
Stable Living Situation		24	80%	95%	65%	-15% ▼
Not Arrested		17	57%	75%	62%	-18% ▼
Employed		6	20%	50%	32%	-30% ▼
Self Help		1	3%	60%	16%	-57% ▼

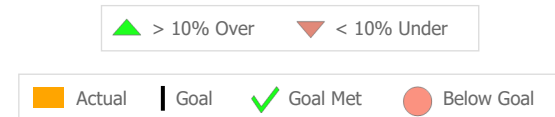
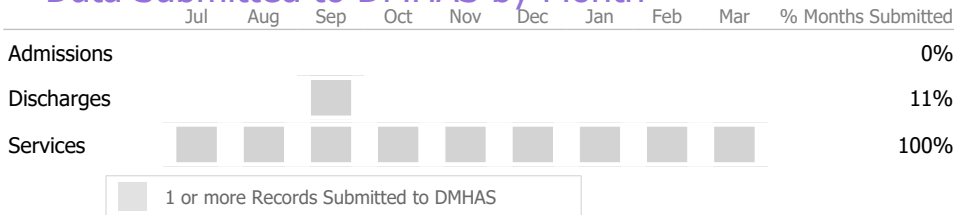
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	86%	90%	61%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	56%	-75% ▼

Data Submitted to DMHAS by Month



* State Avg based on 105 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	5	20% ▲
Admits	1	5	-80% ▼
Discharges	2	1	100% ▲
Service Hours	75	22	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	97%
Valid TEDS Data	33%	24%
On-Time Periodic		
6 Month Updates	0%	77%
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%	55%	-75% ▼

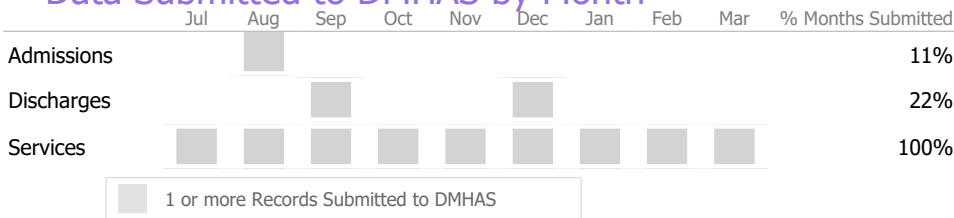
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	94%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	71%	25% ▲

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	7	2	250% ▲
Admits	5	2	150% ▲
Discharges	7	-	
Service Hours	122	8	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	40%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	64%	-50% ▼

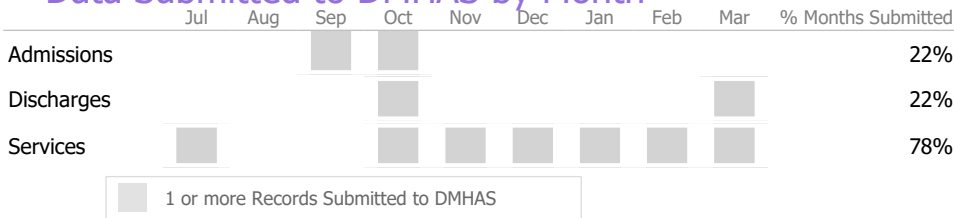
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	80%	73%	6%
● Employed		0	0%	20%	28%	-20% ▼
● Self Help		0	0%	60%	48%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	67%	N/A ▼

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	221	214	3%
Admits	74	27	174% ▲
Discharges	42	56	-25% ▼
Service Hours	3,155	3,540	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	33%	65%	55%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		201	90%	80%	88%	10%
✓ Social Support		153	69%	60%	79%	9%
✓ Improved/Maintained Function Score		144	65%	65%	30%	0%
● Employed		33	15%	20%	15%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		172	95%	90%	98%	5%

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 36 Active CSP Programs

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

Jail Diversion 309-341

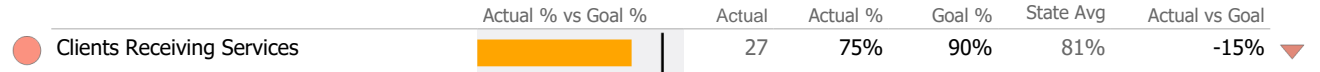
Bridges Healthcare Inc.

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

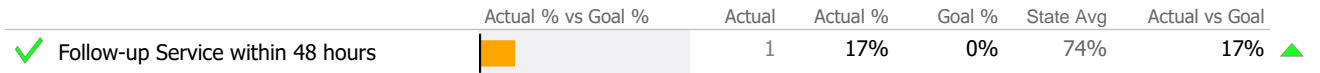
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	54	-28% ▼
Admits	18	21	-14% ▼
Discharges	3	32	-91% ▼
Service Hours	115	109	6%

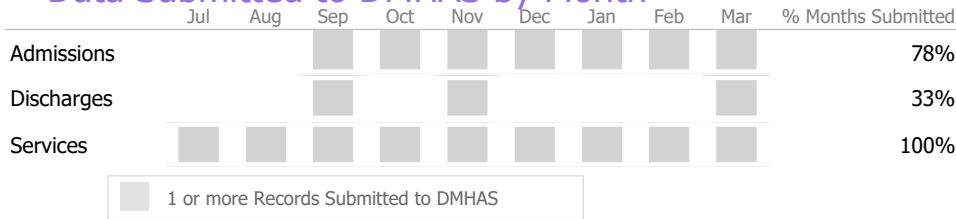
Service Utilization



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	986	993	-1%
Admits	204	265	-23% ▼
Discharges	192	227	-15% ▼
Service Hours	6,941	7,859	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	19%	49%
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	16%	50%	44%	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		667	67%	60%	60%	7%
Employed		246	25%	30%	25%	-5%
Stable Living Situation		771	78%	95%	73%	-17% ▼
Improved/Maintained Function Score		566	57%	75%	25%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		706	88%	90%	82%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		122	60%	75%	78%	-15% ▼

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

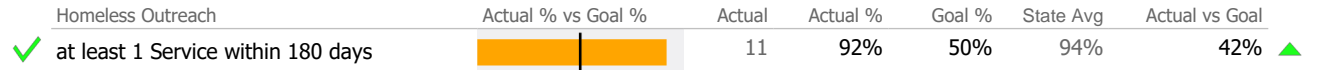
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Standard Outpatient Programs

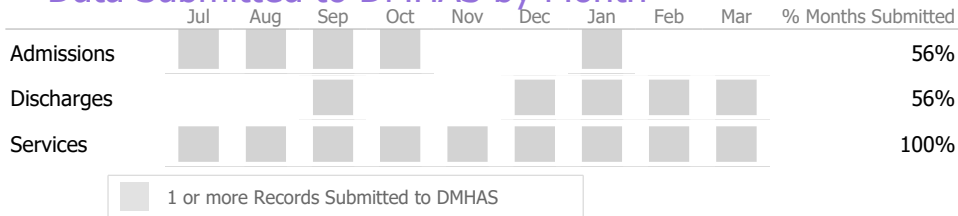
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	13	123% ▲
Admits	12	13	-8%
Discharges	6	2	200% ▲
Service Hours	63	32	97% ▲

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

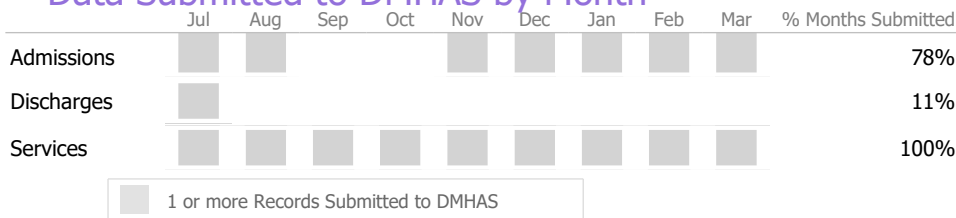
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	68	10% ▲
Admits	10	9	11% ▲
Discharges	1	5	-80% ▼
Service Hours	497	339	47% ▲
Social Rehab/PHP/IOP Days	4,906	4,177	17% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	64	-36% ▼
Admits	24	50	-52% ▼
Discharges	32	51	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
Valid TEDS Data	44%	86%
On-Time Periodic		
6 Month Updates	33%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

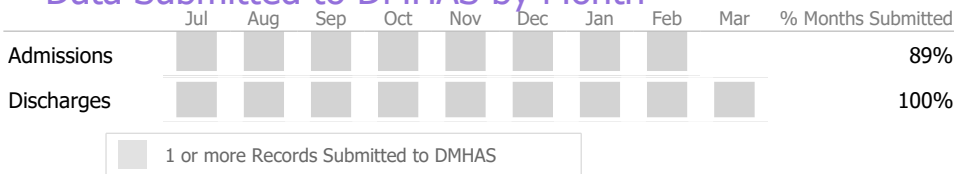
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	31%	50%	36%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		36	88%	75%	72%	13% ▲
Employed		22	54%	50%	31%	4%
Stable Living Situation		36	88%	95%	69%	-7%
Abstinence/Reduced Drug Use		11	27%	55%	51%	-28% ▼
Self Help		4	10%	60%	18%	-50% ▼
Improved/Maintained Function Score		0	0%	75%	19%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

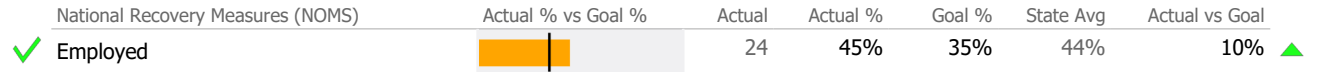
* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

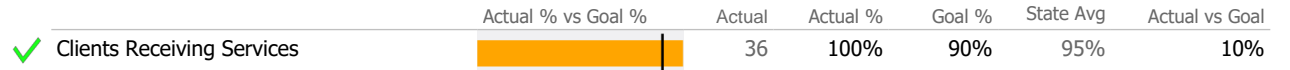
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	57	-9%
Admits	19	20	-5%
Discharges	17	22	-23% ▼
Service Hours	785	818	-4%

Recovery



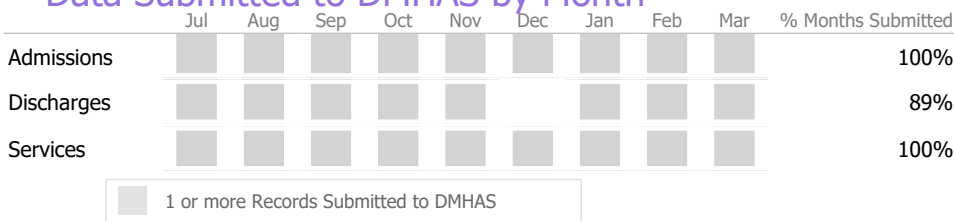
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	50	-12% ▼
Admits	7	10	-30% ▼
Discharges	11	11	0%
Service Hours	4,583	3,673	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	93%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	36%	65%	59%	-29% ▼
No Re-admit within 30 Days of Discharge		11	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		3	75%	90%	48%	-15% ▼

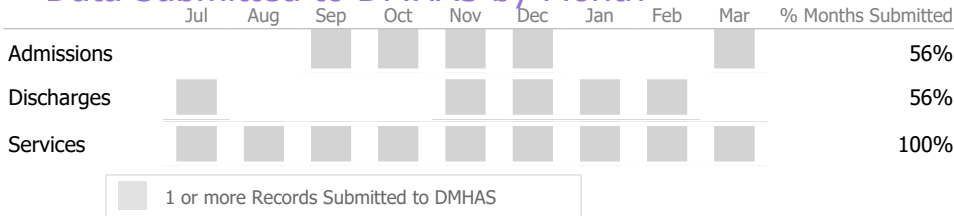
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		43	96%	60%	89%	36% ▲
Social Support		43	96%	60%	78%	36% ▲
Employed		18	40%	15%	18%	25% ▲
Improved/Maintained Function Score		26	58%	85%	21%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	97%	90%	99%	7% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual
 | Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment 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	6	-33% ▼
Admits	-	2	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	781	703	11% ▲
Bed Days	979	917	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

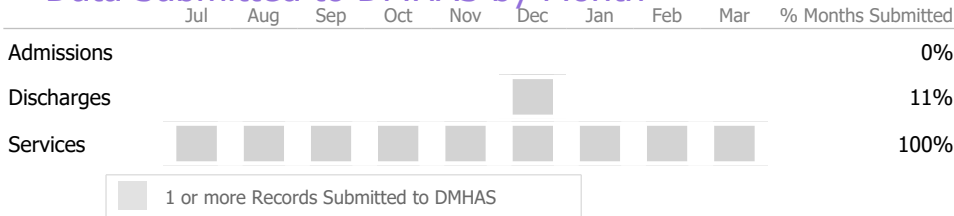
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	84%	40% ▲
✓ Employed		2	50%	25%	14%	25% ▲
✓ Stable Living Situation		4	100%	95%	96%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	582 days	0.4	89%	90%	94%	-1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs