

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,226	1,228	0%
	Admits	502	526	-5%
	Discharges	388	507	-23% ▼
	Service Hours	23,383	23,031	2%
	Bed Days	1,278	1,263	1%
	S.Rehab/PHP/IOP	6,279	5,241	20% ▲

▲ > 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	1,046	63.3%
	Community Support	234	14.2%
	Social Rehabilitation	78	4.7%
	Employment Services	58	3.5%
	ACT	45	2.7%
	Case Management	28	1.7%
	Residential Services	5	0.3%
Addiction			
	Medication Assisted Treatment	44	2.7%
	Outpatient	40	2.4%
	Case Management	7	0.4%
Forensic MH			
	Forensics Community-based	68	4.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	139	11%	10%	Female	613	50%	41%
26-34	191	16%	21%	Male	612	50%	59%
35-44	205	17%	24%	Transgender			0%
45-54	193	16%	18%				
55-64	260	21%	18%				
65+	235	19%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	973	79%	▲ 67%	White/Caucasian	955	78%	▲ 60%
Unknown	109	9%	13%	Black/African American	106	9%	18%
Hispanic-Other	75	6%	9%	Other	101	8%	12%
Hisp-Puerto Rican	57	5%	10%	Unknown	36	3%	7%
Hispanic-Cuban	7	1%	0%	Asian	17	1%	1%
Hispanic-Mexican	5	0%	1%	Am. Indian/Native Alaskan	9	1%	1%
				Hawaiian/Other Pacific Islander	2	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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	-	-	
Discharges	2	-	
Service Hours	166	184	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	85%
Valid TEDS Data	23%	74%
On-Time Periodic		
6 Month Updates	14%	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%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		24	80%	75%	42%	5%
Abstinence/Reduced Drug Use		14	47%	55%	35%	-8%
Stable Living Situation		24	80%	95%	68%	-15% ▼
Not Arrested		17	57%	75%	66%	-18% ▼
Employed		6	20%	50%	35%	-30% ▼
Self Help		1	3%	60%	18%	-57% ▼

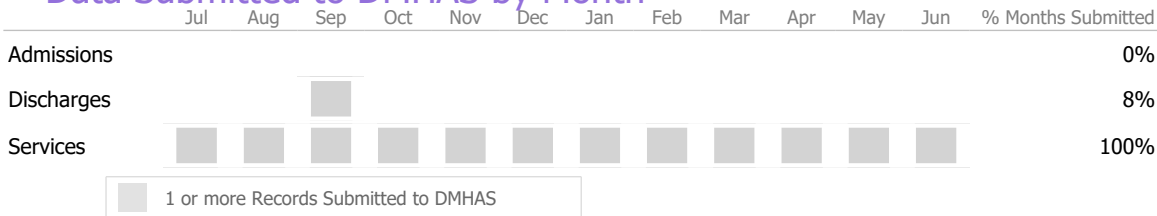
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	89%	90%	64%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	57%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* 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	10	6	67% ▲
Admits	5	6	-17% ▼
Discharges	2	1	100% ▲
Service Hours	93	41	129% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	97%
Valid TEDS Data	29%	25%
On-Time Periodic		
6 Month Updates	0%	54%
Diagnosis		
Valid Axis I Diagnosis	90%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	54%	-75% ▼

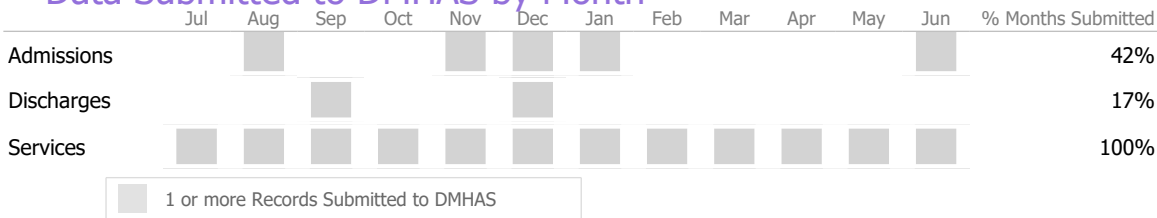
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	50%	90%	93%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	40%	75%	69%	-35% ▼

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	3	133% ▲
Admits	5	3	67% ▲
Discharges	7	1	600% ▲
Service Hours	121	22	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	61%	-50% ▼

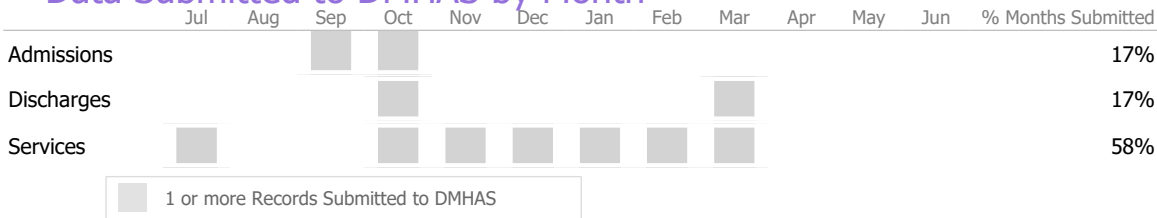
Recovery

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%	29%	-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%	69%	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	234	216	8%
Admits	87	30	190% ▲
Discharges	53	69	-23% ▼
Service Hours	4,407	4,479	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	83%
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		16	30%	65%	53%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		213	90%	80%	88%	10%
✓ Social Support		164	69%	60%	79%	9%
✓ Improved/Maintained Function Score		163	77%	65%	44%	12%
● Employed		41	17%	20%	15%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		174	95%	90%	97%	5%

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 36 Active CSP Programs

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

Jail Diversion 309-341

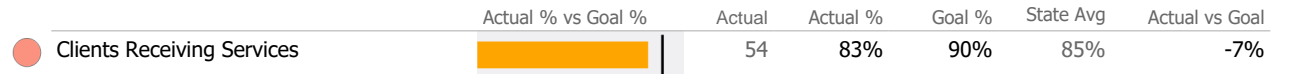
Bridges Healthcare Inc.

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

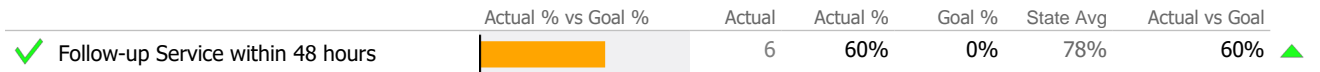
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	58	17% ▲
Admits	46	25	84% ▲
Discharges	3	37	-92% ▼
Service Hours	218	114	92% ▲

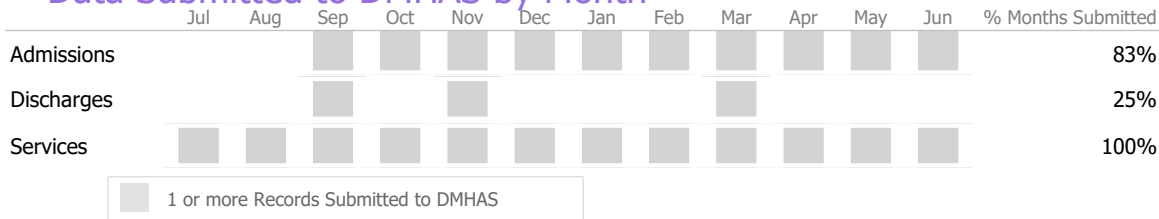
Service Utilization



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	1,046	1,044	0%
Admits	273	324	-16% ▼
Discharges	235	276	-15% ▼
Service Hours	9,146	10,353	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	19%	57%
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		36	15%	50%	40%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		729	69%	60%	66%	9%
Employed		267	25%	30%	28%	-5%
Improved/Maintained Function Score		629	65%	75%	33%	-10% ▼
Stable Living Situation		838	79%	95%	78%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		734	89%	90%	90%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		153	57%	75%	74%	-18% ▼

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 72 Active Standard Outpatient Programs

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

Senior Outreach and Engagement

Bridges Healthcare Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

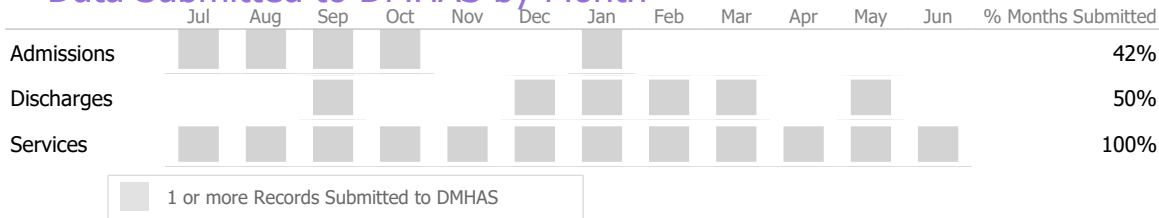
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	20	40% ▲
Admits	12	20	-40% ▼
Discharges	12	4	200% ▲
Service Hours	82	51	60% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	92%	50%	94%	42% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

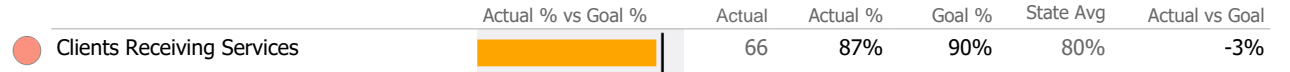
* State Avg based on 48 Active Outreach & Engagement Programs

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

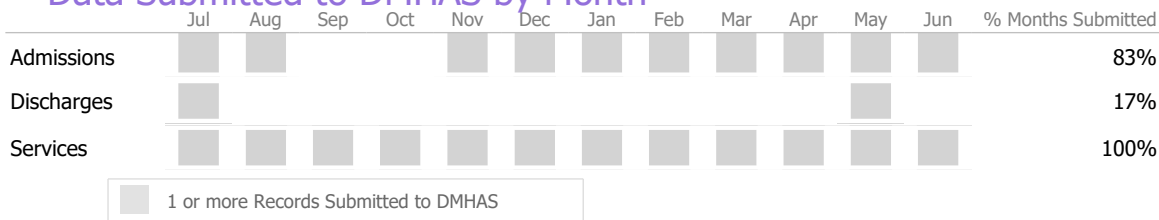
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	71	10%
Admits	13	12	8%
Discharges	2	7	-71% ▼
Service Hours	619	468	32% ▲
Social Rehab/PHP/IOP Days	6,279	5,241	20% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	44	77	-43% ▼
Admits	27	65	-58% ▼
Discharges	33	63	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	46%	81%
On-Time Periodic		
6 Month Updates	25%	41%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

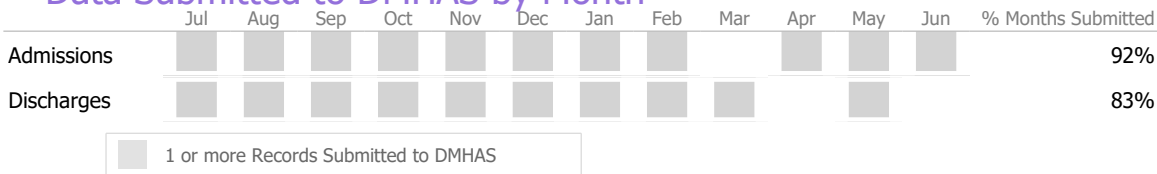
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	30%	50%	37%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		39	89%	75%	75%	14% ▲
Employed		24	55%	50%	32%	5%
Stable Living Situation		39	89%	95%	71%	-6%
Abstinence/Reduced Drug Use		14	32%	55%	52%	-23% ▼
Self Help		4	9%	60%	18%	-51% ▼
Improved/Maintained Function Score		0	0%	75%	26%	-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	58	62	-6%
Admits	25	26	-4%
Discharges	24	30	-20% ▼
Service Hours	1,037	1,087	-5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		23	39%	35%	43%	4%

Service Utilization

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		77%

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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 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	45	51	-12% ▼
Admits	8	12	-33% ▼
Discharges	14	15	-7%
Service Hours	6,394	5,229	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
On-Time Periodic		
6 Month Updates	86%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	43%	65%	59%	-22% ▼
No Re-admit within 30 Days of Discharge		14	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	50%	-7%

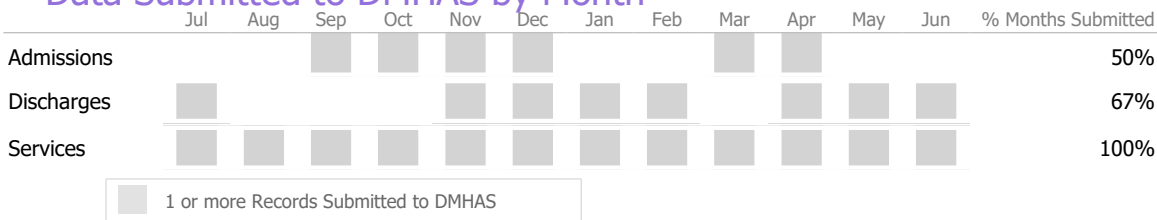
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		44	96%	60%	88%	36% ▲
Social Support		44	96%	60%	78%	36% ▲
Employed		18	39%	15%	18%	24% ▲
Improved/Maintained Function Score		30	70%	85%	25%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	97%	90%	98%	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	5	7	-29% ▼
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	1,100	1,003	10%
Bed Days	1,278	1,263	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
6 Month Updates	67%	85%

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

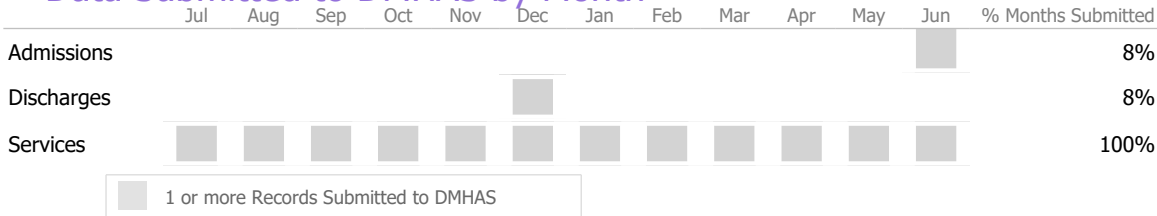
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	85%	40% ▲
✓ Employed		2	40%	25%	14%	15% ▲
✓ Stable Living Situation		5	100%	95%	94%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		4	654 days	0.3	88%	90%	95%	-2%

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 85 Active Supervised Apartments Programs