

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,345	1,355	-1%
	Admits	568	533	7%
	Discharges	542	568	-5%
	Service Hours	42,095	48,027	-12% ▼
	S.Rehab/PHP/IOP	1		

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

Consumer Satisfaction Survey (Based on 269 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		87%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Respect		83%	80%	91%
● Overall		76%	80%	91%
● Access		74%	80%	88%
● Recovery		65%	80%	79%
● Outcome		58%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,118	62.3%
	Community Support	256	14.3%
	Employment Services	82	4.6%
	Social Rehabilitation	76	4.2%
	ACT	62	3.5%
	Residential Services	23	1.3%
Addiction	Outpatient	109	6.1%
Forensic MH	Forensics Community-based	69	3.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	209	16%	14%	Female	736	55%	▲ 40%	
26-34	205	15%	24%	Male	607	45%	▼ 60%	
35-44	200	15%	20%	Transgender			0%	
45-54	283	21%	22%	Race	White/Caucasian	1,144	85%	▲ 65%
55-64	302	23%	16%		Other	88	7%	13%
65+	136	10%	5%		Black/African American	77	6%	▼ 17%
					Am. Indian/Native Alaskan	23	2%	1%
Ethnicity	Non-Hispanic	989	74%	74%	Asian	10	1%	1%
	Hispanic-Other	310	23%	▲ 7%	Unknown	2	0%	3%
	Hisp-Puerto Rican	38	3%	12%	Multiple Races	1	0%	1%
	Hispanic-Mexican	5	0%	1%	Hawaiian/Other Pacific Islander			0%
	Unknown	2	0%	6%				
Hispanic-Cuban	1	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	197	-45% ▼
Admits	20	44	-55% ▼
Discharges	34	102	-67% ▼
Service Hours	734	1,207	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	56%	91%
On-Time Periodic		
6 Month Updates	69%	43%
Cooccurring		
MH Screen Complete	55%	96%
SA Screen Complete	55%	95%
Diagnosis		
Valid Axis I Diagnosis	94%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	44%	50%	55%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		96	88%	75%	85%	13% ▲
Improved/Maintained Axis V GAF Score		81	79%	75%	69%	4%
Stable Living Situation		91	83%	95%	87%	-12% ▼
Employed		35	32%	50%	43%	-18% ▼
Abstinence/Reduced Drug Use		37	34%	55%	56%	-21% ▼
Self Help		22	20%	60%	24%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	93%	90%	79%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	70%	75%	75%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
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 116 Active Standard Outpatient Programs

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	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	80%

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		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

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	% 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 93 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 40 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	256	197	30% ▲
Admits	84	89	-6%
Discharges	77	52	48% ▲
Service Hours	4,315	3,251	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic		
6 Month Updates	85%	95%
Cooccurring		
MH Screen Complete	58%	88%
SA Screen Complete	51%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		32	42%	65%	68%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		230	89%	80%	93%	9%
✓ Social Support		158	61%	60%	81%	1%
● Employed		41	16%	20%	12%	-4%
● Improved/Maintained Axis V GAF Score		153	73%	95%	66%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		190	93%	90%	99%	3%

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 47 Active CSP Programs

Jail Diversion 309-341

Bridges Healthcare, Inc.

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

Connecticut Dept of Mental Health and Addiction Services

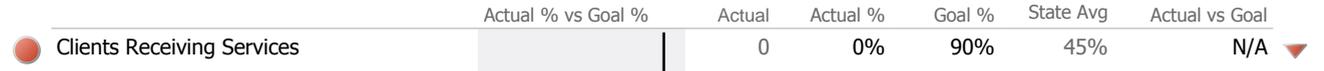
Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	54	28% ▲
Admits	51	35	46% ▲
Discharges	61	44	39% ▲
Service Hours	-	-	

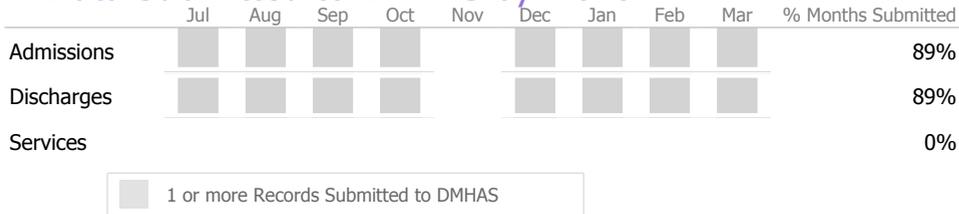
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,118	1,079	4%
Admits	354	321	10%
Discharges	296	310	-5%
Service Hours	11,039	10,079	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	49%	82%
SA Screen Complete	49%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	98%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		58	20%	50%	41%	-30%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		324	29%	30%	22%	-1%
Social Support		619	55%	60%	68%	-5%
Stable Living Situation		1,001	88%	95%	85%	-7%
Improved/Maintained Axis V GAF Score		717	73%	75%	53%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		787	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		236	69%	75%	64%	-6%

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 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	30	-23% ▼
Admits	-	8	-100% ▼
Discharges	23	8	188% ▲
Service Hours	143	589	-76% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	96%
Cooccurring	Actual	State Avg
MH Screen Complete	39%	89%
SA Screen Complete	35%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	100%	50%	88%	50% ▲

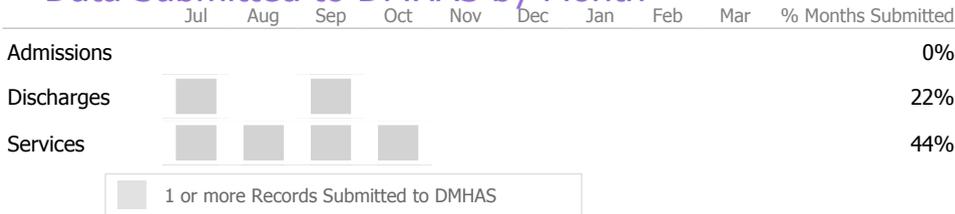
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	93%	11% ▲
✓ Social Support		15	65%	60%	88%	5%
● Employed		4	17%	25%	13%	-8%
● Improved/Maintained Axis V GAF Score		18	78%	95%	77%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	97%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

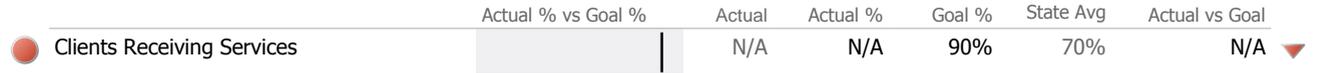
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support 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%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

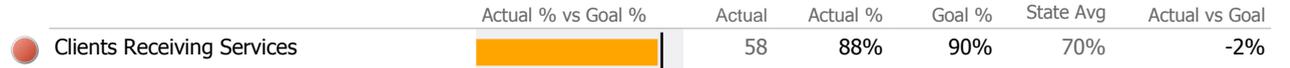
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

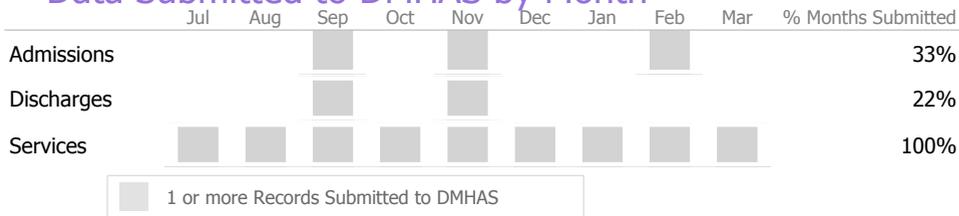
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	74	3%
Admits	7	4	75% ▲
Discharges	10	9	11% ▲
Service Hours	11,497	16,950	-32% ▼
Social Rehab/PHP/IOP Days	1	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 37 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	75	9%
Admits	45	24	88% ▲
Discharges	34	35	-3%
Service Hours	820	988	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	40%	35%	42%	5%

Service Utilization

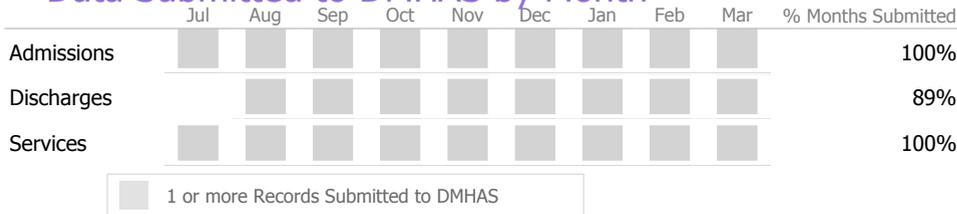
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	96%	90%	95%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	57	9%
Admits	7	8	-13% ▼
Discharges	7	8	-13% ▼
Service Hours	13,548	14,964	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	65%	56%	-36% ▼
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	51%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic		
6 Month Updates		86%
Cooccurring		
MH Screen Complete		92%
SA Screen Complete		91%
Diagnosis		
Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		81%

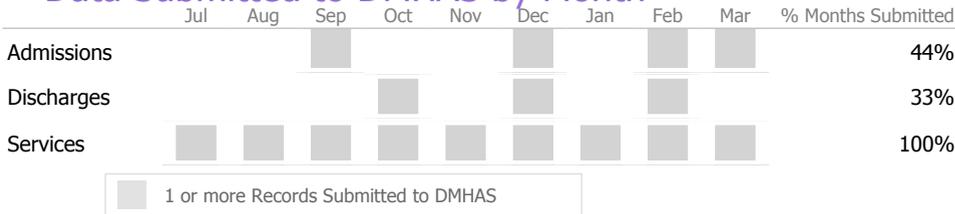
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	82%	60%	88%	22% ▲
✓ Social Support		39	63%	60%	76%	3%
✓ Employed		11	18%	15%	11%	3%
● Improved/Maintained Axis V GAF Score		46	78%	85%	51%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	91%	90%	99%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
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
Employed		N/A	N/A	25%	7%	-25% ▼
Social Support		N/A	N/A	60%	85%	-60% ▼
Stable Living Situation		N/A	N/A	95%	96%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic 6 Month Updates		93%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	N/A	N/A	0%	90%	93%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 72 Active Supervised Apartments Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	N/A	N/A	0%	90%	60%	-90%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 98%
SA Screen Complete		N/A 97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 10 Active Respite Bed Programs