

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,170	1,239	-6%
	Admits	350	402	-13% ▼
	Discharges	327	345	-5%
	Service Hours	31,946	24,079	33% ▲
	S.Rehab/PHP/IOP	11		

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

Consumer Satisfaction Survey

(Based on 296 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		87%	80%	92%
✓ Overall		84%	80%	91%
✓ Access		82%	80%	88%
● Outcome		73%	80%	83%
● Recovery		66%	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	1,009	62.4%
	Community Support	259	16.0%
	Employment Services	78	4.8%
	Social Rehabilitation	76	4.7%
	ACT	62	3.8%
Addiction	Outpatient	95	5.9%
Forensic MH	Forensics Community-based	38	2.4%

Client Demographics

Age	#	%	State Avg
18-25	160	14%	12%
26-34	184	16%	23%
35-44	160	14%	20%
45-54	243	21%	22%
55-64	284	24%	18%
65+	135	12%	6%

Gender	#	%	State Avg
Female	629	54%	▲ 41%
Male	541	46%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	851	73%	74%
Hispanic-Other	273	23%	▲ 7%
Hisp-Puerto Rican	40	3%	13%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	6%

Race	#	%	State Avg
White/Caucasian	1,001	86%	▲ 65%
Other	74	6%	13%
Black/African American	65	6%	16%
Am. Indian/Native Alaskan	20	2%	1%
Asian	9	1%	1%
Unknown	1	0%	3%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	105	-10%
Admits	15	14	7%
Discharges	15	24	-38% ▼
Service Hours	452	490	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Valid TEDS Data	55%	93%
On-Time Periodic		
6 Month Updates	70%	27%
Cooccurring		
MH Screen Complete	87%	99%
SA Screen Complete	87%	99%
Diagnosis		
Valid Axis I Diagnosis	91%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	50%	51%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		76	80%	75%	84%	5%
Improved/Maintained Axis V GAF Score		61	73%	75%	53%	-2%
Stable Living Situation		77	81%	95%	83%	-14% ▼
Employed		25	26%	50%	41%	-24% ▼
Abstinence/Reduced Drug Use		29	31%	55%	54%	-24% ▼
Self Help		17	18%	60%	33%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	83%	90%	69%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	67%	75%	71%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 113 Active Standard Outpatient 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	50%	42%	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%	48%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-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 Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		68%

Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 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	% 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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	244	6%
Admits	78	66	18% ▲
Discharges	71	34	109% ▲
Service Hours	3,807	2,370	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	59%	89%
SA Screen Complete	59%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		35	49%	65%	67%	-16% ▼

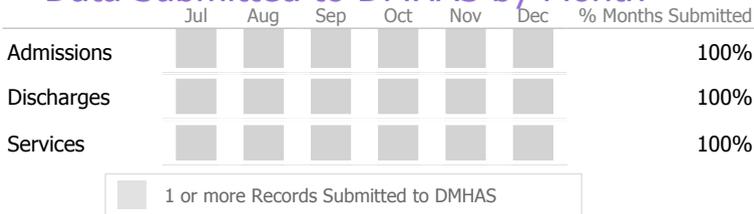
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		233	89%	80%	92%	9%
✓ Employed		57	22%	20%	13%	2%
✓ Improved/Maintained Axis V GAF Score		163	78%	65%	61%	13% ▲
● Social Support		150	57%	60%	81%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		189	98%	90%	98%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Integrated Primary Care Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	51	-25% ▼
Admits	25	31	-19% ▼
Discharges	16	44	-64% ▼
Service Hours	-	-	

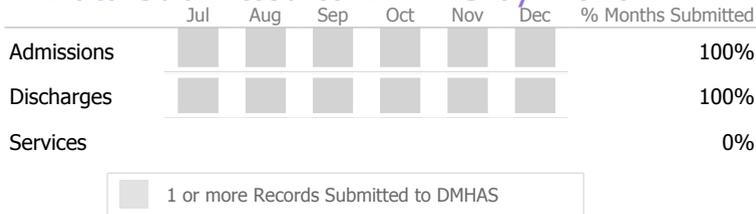
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	50%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		11	1%	0%	3%	1%

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	1,009	1,031	-2%
Admits	190	254	-25% ▼
Discharges	171	181	-6%
Service Hours	7,246	7,253	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	86%
SA Screen Complete	81%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	96%
Valid Axis V GAF Score	97%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		62	36%	50%	42%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		295	29%	30%	22%	-1%
Social Support		571	56%	60%	68%	-4%
Stable Living Situation		876	87%	95%	84%	-8%
Improved/Maintained Axis V GAF Score		614	71%	75%	48%	-4%

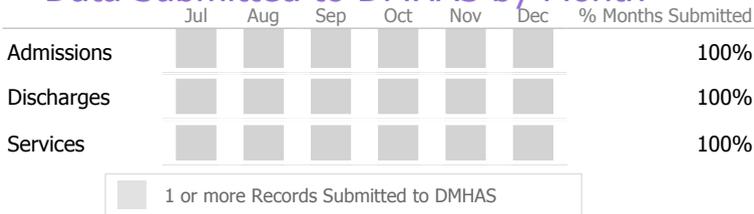
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		713	85%	90%	85%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		139	74%	75%	68%	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	23	▼
Admits	-	-	
Discharges	-	23	-100% ▼
Service Hours	-	143	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	77%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	11%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	81%	-95% ▼
Social Support		N/A	N/A	60%	88%	-60% ▼
Stable Living Situation		N/A	N/A	85%	96%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	98%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 38 Active Residential Support Programs

Program Activity

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	<div style="width: 0%; height: 15px; background-color: #ccc;"></div>	N/A	N/A	90%	72%	N/A 

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 36 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 2017 - December 2017 (Data as of Mar 21, 2018)

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	% 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 39 Active Outreach & Engagement Programs

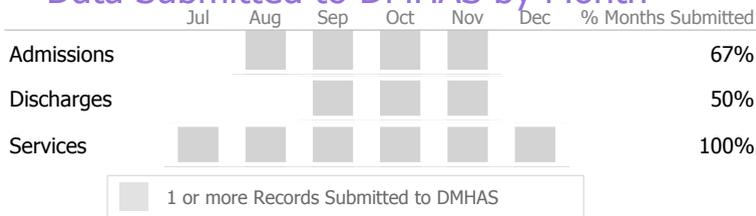
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	71	7%
Admits	6	2	200% ▲
Discharges	3	10	-70% ▼
Service Hours	15,154	4,470	
Social Rehab/PHP/IOP Days	11	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	68	15% ▲
Admits	27	28	-4%
Discharges	35	21	67% ▲
Service Hours	454	542	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	44%	35%	45%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		38	86%	90%	96%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	81%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	60	3%
Admits	7	7	0%
Discharges	16	8	100% ▲
Service Hours	4,834	8,811	-45% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	19%	65%	49%	-46% ▼
✓ No Re-admit within 30 Days of Discharge		15	94%	85%	93%	9%
● Follow-up within 30 Days of Discharge		2	67%	90%	54%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%
Cooccurring	Actual	State Avg
MH Screen Complete		93%
SA Screen Complete		93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		86%

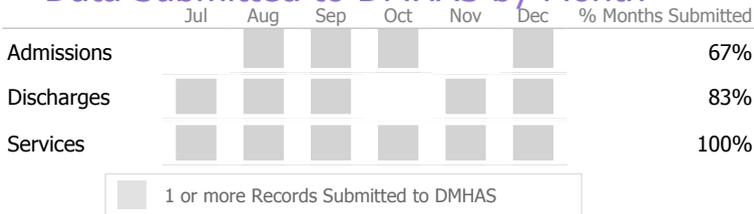
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		54	87%	60%	89%	27% ▲
✓ Social Support		44	71%	60%	79%	11% ▲
✓ Employed		11	18%	15%	13%	3%
✓ Improved/Maintained Axis V GAF Score		48	86%	85%	48%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	96%	90%	99%	6%

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	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
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
Employed		N/A	N/A	25%	8%	-25% ▼
Social Support		N/A	N/A	60%	85%	-60% ▼
Stable Living Situation		N/A	N/A	95%	96%	-95% ▼

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%	94%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 63 Active Supervised Apartments Programs