

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,164	1,338	-13% ▼
	Admits	492	586	-16% ▼
	Discharges	508	632	-20% ▼
	Service Hours	43,143	40,882	6%
	Bed Days	372		
	S.Rehab/PHP/IOP	11	1	1000%

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%

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

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	995	60.7%
	Community Support	291	17.7%
	Employment Services	85	5.2%
	Social Rehabilitation	67	4.1%
	ACT	63	3.8%
	Residential Services	4	0.2%
	Addiction	Outpatient	88
Forensic MH		Forensics Community-based	47

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	170	15%	13%	Female	615	53%	▲ 40%		
26-34	186	16%	24%	Male	549	47%	▼ 60%		
35-44	162	14%	20%	Transgender			0%		
45-54	235	20%	21%	Race	White/Caucasian	986	85%	▲ 64%	
55-64	275	24%	17%		Other	75	6%	13%	
65+	133	11%	5%		Black/African American	72	6%	16%	
Ethnicity	Non-Hispanic	864	74%		73%	Am. Indian/Native Alaskan	20	2%	1%
	Hispanic-Other	255	22%		▲ 7%	Asian	9	1%	1%
Hispanic-Puerto Rican	40	3%	12%	Hawaiian/Other Pacific Islander	1	0%	0%		
Hispanic-Mexican	3	0%	1%	Unknown	1	0%	4%		
Hispanic-Cuban	1	0%	0%	Multiple Races			1%		
Unknown	1	0%	7%						

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	108	-19% ▼
Admits	19	20	-5%
Discharges	24	42	-43% ▼
Service Hours	541	715	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Valid TEDS Data	54%	93%
On-Time Periodic		
6 Month Updates	76%	23%
Cooccurring		
MH Screen Complete	83%	99%
SA Screen Complete	83%	99%
Diagnosis		
Valid Axis I Diagnosis	88%	99%
Valid Axis V GAF Score	97%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	62%	50%	52%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		79	90%	75%	85%	15% ▲
✓ Improved/Maintained Axis V GAF Score		64	77%	75%	54%	2%
● Stable Living Situation		76	86%	95%	84%	-9%
● Employed		28	32%	50%	42%	-18% ▼
● Abstinence/Reduced Drug Use		28	32%	55%	55%	-23% ▼
● Self Help		17	19%	60%	33%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	94%	90%	72%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		13	68%	75%	69%	-7%

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 113 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	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Social Support		N/A	N/A	60%	69%	-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%	88%	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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	291	264	10% ▲
Admits	121	87	39% ▲
Discharges	125	82	52% ▲
Service Hours	5,785	4,242	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	62%	89%
SA Screen Complete	62%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		74	59%	65%	68%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		271	88%	80%	92%	8%
Improved/Maintained Axis V GAF Score		199	76%	65%	64%	11% ▲
Employed		53	17%	20%	13%	-3%
Social Support		170	55%	60%	82%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		178	97%	90%	99%	7%

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 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	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 0 Active Integrated Primary Care 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

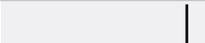
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

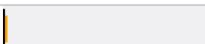
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	69	-32% ▼
Admits	34	51	-33% ▼
Discharges	18	61	-70% ▼
Service Hours	-	-	

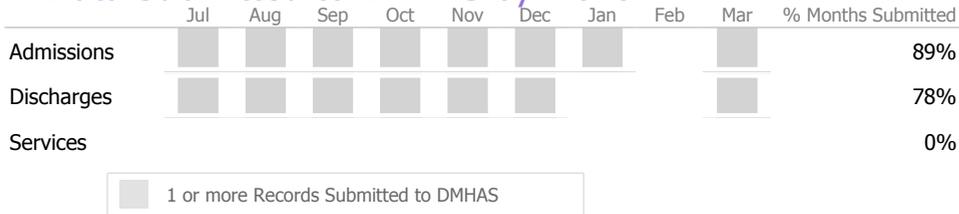
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		0	0%	90%	47%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Follow-up Service within 48 hours		14	2%	0%	3%	2%

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	995	1,115	-11% ▼
Admits	257	360	-29% ▼
Discharges	272	348	-22% ▼
Service Hours	9,343	10,933	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		94	35%	50%	44%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		311	31%	30%	23%	1%
● Social Support		590	59%	60%	69%	-1%
● Stable Living Situation		912	90%	95%	85%	-5%
✓ Improved/Maintained Axis V GAF Score		678	77%	75%	51%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%
Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		96%
✓ Valid Axis V GAF Score		89%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		697	95%	90%	88%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		170	67%	75%	68%	-8%

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	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	86%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	66%	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%	76%	-95% ▼
Social Support		N/A	N/A	60%	88%	-60% ▼
Stable Living Situation		N/A	N/A	85%	97%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	99%	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

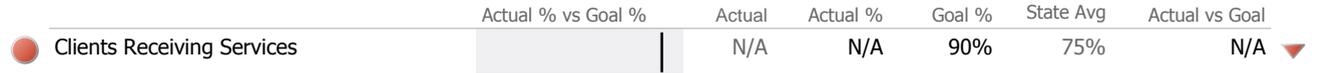
Actual Goal Goal Met Below Goal

* State Avg based on 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 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 - March 2018 (Data as of Jun 13, 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	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

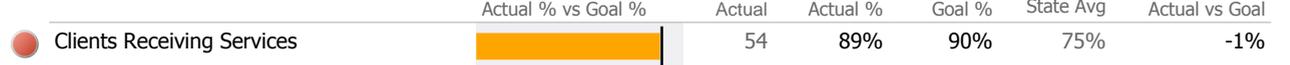
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

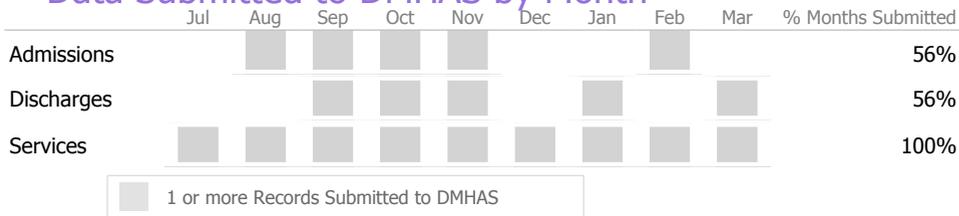
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	76	-12% ▼
Admits	7	9	-22% ▼
Discharges	6	21	-71% ▼
Service Hours	20,312	11,492	77% ▲
Social Rehab/PHP/IOP Days	11	1	1000% ▲

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	85	82	4%
Admits	39	45	-13% ▼
Discharges	45	39	15% ▲
Service Hours	608	820	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	43%	35%	43%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		35	80%	90%	96%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	64	-2%
Admits	8	14	-43% ▼
Discharges	18	16	13% ▲
Service Hours	6,554	12,537	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	91%	94%
Cooccurring		
MH Screen Complete	41%	95%
SA Screen Complete	45%	94%
Diagnosis		
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	98%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	17%	65%	49%	-48% ▼
No Re-admit within 30 Days of Discharge		15	83%	85%	93%	-2%
Follow-up within 30 Days of Discharge		2	67%	90%	57%	-23% ▼

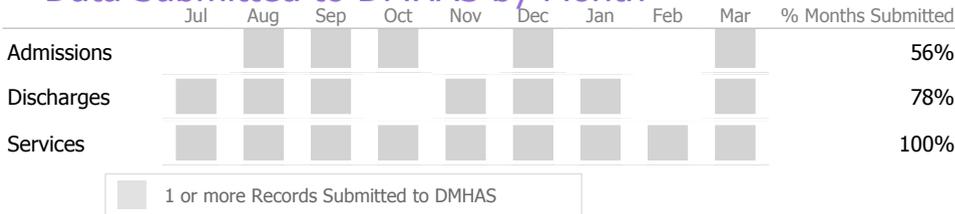
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		52	83%	60%	89%	23% ▲
Social Support		46	73%	60%	80%	13% ▲
Employed		11	17%	15%	13%	2%
Improved/Maintained Axis V GAF Score		48	79%	85%	50%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	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	4		
Admits	4	-	
Discharges	-	-	
Service Hours	-	-	
Bed Days	372	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	75%	60%	85%	15%
Employed		0	0%	25%	9%	-25%
Stable Living Situation		2	50%	95%	96%	-45%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	121 days	0.7	34%	90%	93%	-56%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
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 62 Active Supervised Apartments Programs