

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	967	988	-2%
	Admits	141	185	-24% ▼
	Discharges	144	179	-20% ▼
	Service Hours	9,012	15,156	-41% ▼
	Bed Days	1,479	289	412%
	S.Rehab/PHP/IOP	4		

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

Consumer Satisfaction Survey

(Based on 333 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Access		89%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		77%	80%	83%
● Recovery		67%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	824	61.4%
	Community Support	221	16.5%
	Social Rehabilitation	60	4.5%
	Employment Services	50	3.7%
	ACT	48	3.6%
	Residential Services	17	1.3%
	Case Management	4	0.3%
Addiction	Outpatient	71	5.3%
Forensic MH	Forensics Community-based	46	3.4%
Other	Other	1	0.1%

Client Demographics

Age	#	%	State Avg
18-25	115	12%	10%
26-34	147	15%	22%
35-44	140	15%	20%
45-54	191	20%	21%
55-64	229	24%	19%
65+	143	15%	7%

Gender	#	%	State Avg
Female	528	55%	▲ 41%
Male	439	45%	▼ 58%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	821	85%	▲ 63%
Other	65	7%	13%
Black/African American	52	5%	▼ 16%
Am. Indian/Native Alaskan	17	2%	1%
Asian	9	1%	1%
Unknown	2	0%	5%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

Ethnicity	#	%	State Avg
Non-Hispanic	737	76%	71%
Hispanic-Other	203	21%	▲ 7%
Hisp-Puerto Rican	18	2%	▼ 13%
Hispanic-Mexican	4	0%	1%
Unknown	4	0%	8%
Hispanic-Cuban	1	0%	0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	80	-11% ▼
Admits	4	11	-64% ▼
Discharges	7	9	-22% ▼
Service Hours	89	237	-63% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	60%	90%
On-Time Periodic		
6 Month Updates	80%	19%
Cooccurring		
MH Screen Complete	73%	96%
SA Screen Complete	73%	100%
Diagnosis		
Valid Axis I Diagnosis	89%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	50%	53%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		63	89%	75%	80%	14% ▲
Improved/Maintained Axis V GAF Score		48	73%	75%	37%	-2%
Stable Living Situation		59	83%	95%	77%	-12% ▼
Abstinence/Reduced Drug Use		22	31%	55%	46%	-24% ▼
Employed		18	25%	50%	39%	-25% ▼
Self Help		13	18%	60%	28%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	70%	90%	48%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	64%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	1		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	65%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	96%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	65%	40% ▲
✓ Stable Living Situation		1	100%	95%	82%	5%
● Employed		0	0%	30%	22%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	42%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	79%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

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	% 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	221	228	-3%
Admits	25	42	-40% ▼
Discharges	38	26	46% ▲
Service Hours	2,170	1,881	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	90%
SA Screen Complete	73%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	68%	65%	69%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		213	95%	80%	93%	15% ▲
✓ Social Support		139	62%	60%	82%	2%
● Employed		42	19%	20%	12%	-1%
✓ Improved/Maintained Axis V GAF Score		139	76%	65%	61%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		185	99%	90%	99%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	1		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	5%
✓ Valid Axis V GAF Score	100%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services			■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Integrated Primary Care Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	31	48% ▲
Admits	18	18	0%
Discharges	15	6	150% ▲
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 0%;"></div>	0	0%	90%	43%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div style="width: 1%;"></div>	3	1%	0%	1%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 100%;"></div>	<div style="width: 100%;"></div>	<div style="width: 100%;"></div>	100%
Discharges	<div style="width: 100%;"></div>	<div style="width: 100%;"></div>	<div style="width: 100%;"></div>	100%
Services	<div style="width: 0%;"></div>	<div style="width: 0%;"></div>	<div style="width: 0%;"></div>	0%

1 or more Records Submitted to DMHAS

▲ > 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	824	838	-2%
Admits	80	88	-9%
Discharges	69	102	-32% ▼
Service Hours	2,838	3,802	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	77%	91%
SA Screen Complete	77%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%
Valid Axis V GAF Score	97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	28%	50%	55%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		505	61%	60%	65%	1%
Employed		233	28%	30%	22%	-2%
Stable Living Situation		737	89%	95%	82%	-6%
Improved/Maintained Axis V GAF Score		530	74%	75%	42%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		670	89%	90%	79%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		56	70%	75%	68%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

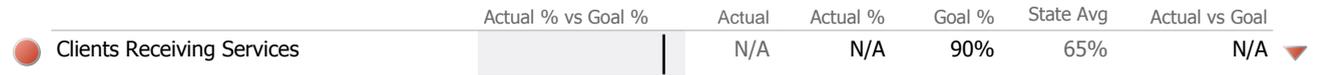
Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	2	-	
Discharges	-	-	
Service Hours	15	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

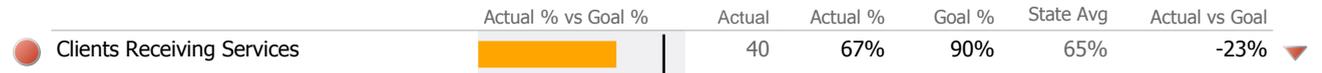
▲ > 10% Over ▼ < 10% Under

* State Avg based on 39 Active Outreach & Engagement Programs

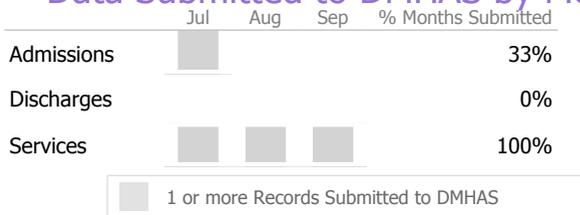
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	64	-6%
Admits	3	4	-25% ▼
Discharges	-	2	-100% ▼
Service Hours	1,381	6,777	-80% ▼
Social Rehab/PHP/IOP Days	4	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	50	62	-19% ▼
Admits	7	14	-50% ▼
Discharges	12	20	-40% ▼
Service Hours	184	223	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	44%	35%	44%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		34	87%	90%	93%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	48	60	-20% ▼
Admits	2	5	-60% ▼
Discharges	1	14	-93% ▼
Service Hours	2,034	2,237	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	86%	91%
Cooccurring		
MH Screen Complete	33%	93%
SA Screen Complete	33%	95%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	57%	-65% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	45%	N/A

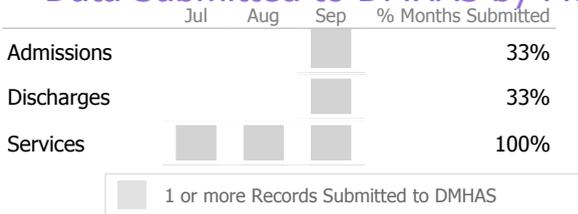
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		38	79%	60%	91%	19% ▲
Social Support		34	71%	60%	81%	11% ▲
Employed		8	17%	15%	15%	2%
Improved/Maintained Axis V GAF Score		33	75%	85%	53%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	85%	90%	99%	-5%

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	17	4	325% ▲
Admits	-	3	-100% ▼
Discharges	2	-	
Service Hours	300	-	
Bed Days	1,479	289	412% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	85%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	63%	-60% ▼
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
Social Support		13	76%	60%	80%	16% ▲
Employed		4	24%	25%	11%	-1%
Stable Living Situation		13	76%	95%	92%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	380 days	0.2	402%	90%	95%	312% ▲



* State Avg based on 62 Active Supervised Apartments Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		■	■	67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS