

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,053	1,105	-5%
	Admits	298	367	-19% ▼
	Discharges	214	351	-39% ▼
	Service Hours	17,211	31,959	-46% ▼
	Bed Days	2,669	1,134	135% ▲
	S.Rehab/PHP/IOP	4	11	-64% ▼

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%

▲ > 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	907	60.4%
	Community Support	254	16.9%
	Employment Services	66	4.4%
	Social Rehabilitation	64	4.3%
	ACT	53	3.5%
	Residential Services	18	1.2%
	Case Management	8	0.5%
	Addiction	Outpatient	71
Forensic MH	Forensics Community-based	58	3.9%
Other	Other	2	0.1%

Client Demographics

Age	#	%	State Avg
18-25	130	12%	11%
26-34	168	16%	23%
35-44	156	15%	21%
45-54	199	19%	21%
55-64	244	23%	18%
65+	153	15%	6%

Gender	#	%	State Avg
Female	578	55%	▲ 41%
Male	474	45%	▼ 59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	867	82%	▲ 63%
Other	69	7%	13%
Black/African American	60	6%	16%
Unknown	28	3%	5%
Am. Indian/Native Alaskan	18	2%	1%
Asian	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	88	-19% ▼
Admits	4	18	-78% ▼
Discharges	8	16	-50% ▼
Service Hours	170	452	-62% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Valid TEDS Data	55%	88%
On-Time Periodic		
6 Month Updates	53%	21%
Cooccurring		
MH Screen Complete	60%	96%
SA Screen Complete	60%	99%
Diagnosis		
Valid Axis I Diagnosis	89%	99%
Valid Axis V GAF Score	85%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	55%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		62	87%	75%	84%	12% ▲
Improved/Maintained Axis V GAF Score		48	71%	75%	50%	-4%
Stable Living Situation		58	82%	95%	80%	-13% ▼
Employed		18	25%	50%	41%	-25% ▼
Abstinence/Reduced Drug Use		21	30%	55%	48%	-25% ▼
Self Help		12	17%	60%	30%	-43% ▼

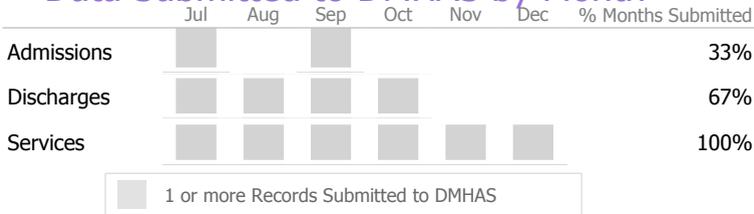
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	70%	90%	56%	-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%	63%	0%

Data Submitted to DMHAS by Month



▲ > 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	0%	66%
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%	97%
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%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	67%	40% ▲
✓ Stable Living Situation		1	100%	95%	84%	5%
● Employed		0	0%	30%	23%	-30% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	47%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	83%	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%	67%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

■ 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	% 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	254	261	-3%
Admits	60	78	-23% ▼
Discharges	49	71	-31% ▼
Service Hours	4,110	3,819	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	65%	91%
SA Screen Complete	62%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	57%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	65%	65%	67%	0%

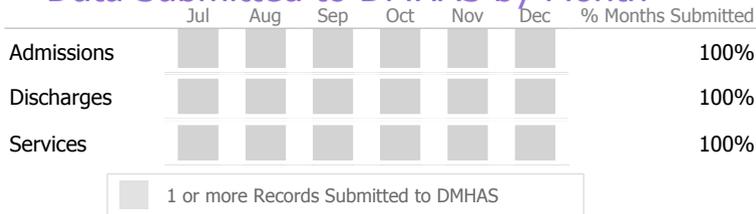
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		239	92%	80%	93%	12% ▲
✓ Social Support		157	60%	60%	82%	0%
✓ Improved/Maintained Axis V GAF Score		161	77%	65%	63%	12% ▲
● Employed		45	17%	20%	13%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		212	100%	90%	99%	10%

Data Submitted to DMHAS by Month



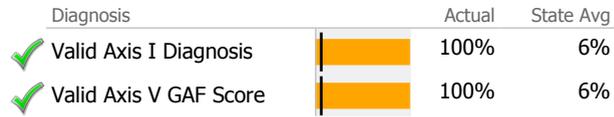
▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

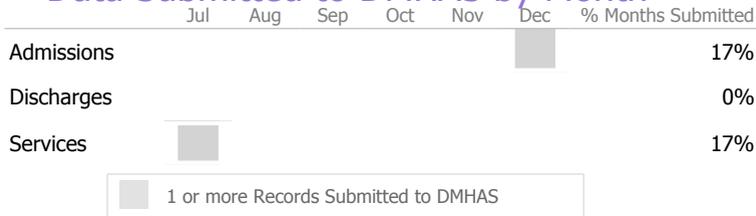
* State Avg based on 48 Active CSP Programs

Program Activity

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



Data Submitted to DMHAS by Month



▲ > 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	58	43	35% ▲
Admits	27	27	0%
Discharges	18	18	0%
Service Hours	1	-	

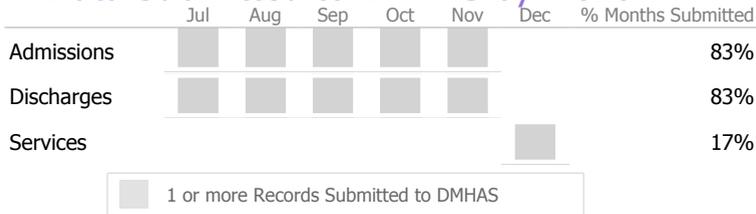
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	3%	90%	44%	-88% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		7	1%	0%	2%	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	907	946	-4%
Admits	160	191	-16% ▼
Discharges	109	190	-43% ▼
Service Hours	5,349	7,246	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	73%	91%
SA Screen Complete	73%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	70%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	26%	50%	53%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		551	60%	60%	67%	0%
Employed		261	29%	30%	23%	-1%
Stable Living Situation		807	88%	95%	84%	-7%
Improved/Maintained Axis V GAF Score		578	74%	75%	47%	-1%

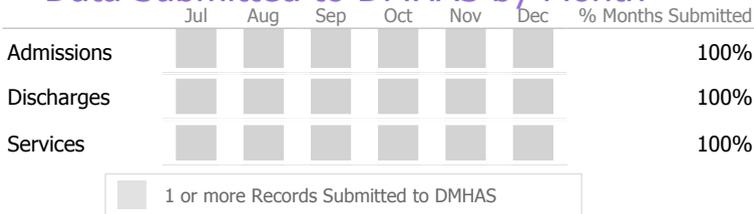
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		713	89%	90%	83%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		98	62%	75%	67%	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

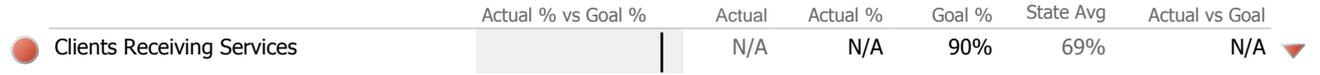
Actual | Goal ✓ Goal Met ● Below Goal

* 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	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 2018 - December 2018 (Data as of Mar 19, 2019)

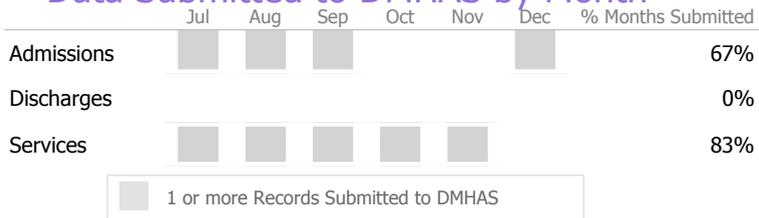
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	6	-	
Discharges	-	-	
Service Hours	38	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	83%	50%	94%	33% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

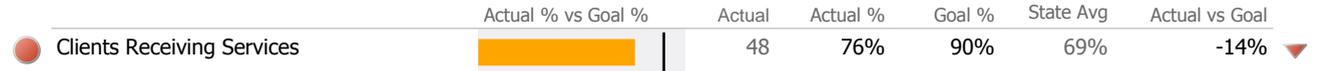
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

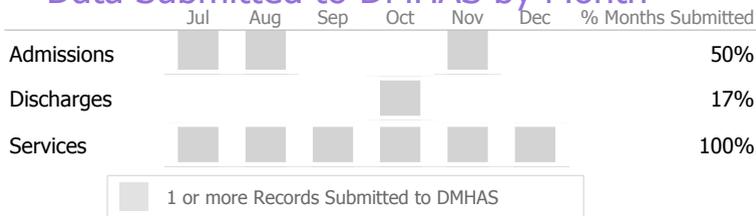
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	67	-4%
Admits	6	7	-14% ▼
Discharges	1	4	-75% ▼
Service Hours	2,585	15,154	-83% ▼
Social Rehab/PHP/IOP Days	4	11	-64% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

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

Valid TEDS Data  N/A NaN

Cooccurring	Actual	State Avg
MH Screen Complete	 N/A	97%
SA Screen Complete	 N/A	95%

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 Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	74	-11% ▼
Admits	25	27	-7%
Discharges	23	36	-36% ▼
Service Hours	383	454	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	39%	35%	45%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	93%	90%	95%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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	53	62	-15% ▼
Admits	7	7	0%
Discharges	1	16	-94% ▼
Service Hours	4,093	4,834	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	65%	56%	-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%	50%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic		
6 Month Updates		91%
Cooccurring		
MH Screen Complete		95%
SA Screen Complete		96%
Diagnosis		
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		89%

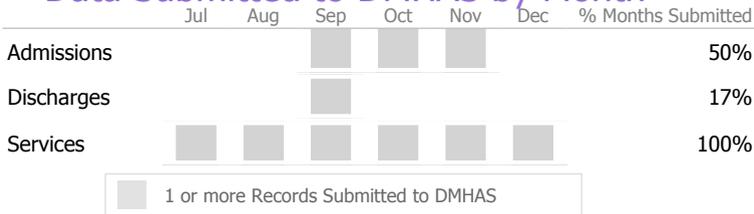
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	83%	60%	91%	23% ▲
✓ Social Support		35	66%	60%	80%	6%
✓ Employed		10	19%	15%	15%	4%
● Improved/Maintained Axis V GAF Score		35	76%	85%	54%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		45	87%	90%	99%	-3%

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	18	11	64% ▲
Admits	2	10	-80% ▼
Discharges	5	-	
Service Hours	484	-	
Bed Days	2,669	1,134	135% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	17%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	20%	60%	66%	-40% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	74%	10% ▲

Recovery

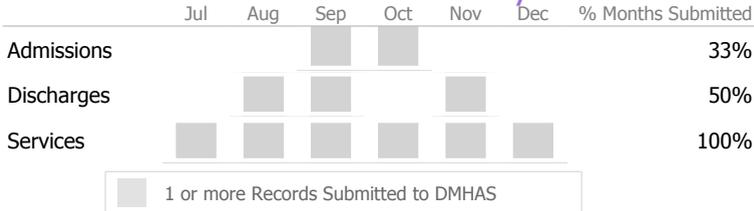
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	78%	60%	83%	18% ▲
● Employed		4	22%	25%	12%	-3% ▼
● Stable Living Situation		13	72%	95%	95%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	484 days	0.1	363%	90%	95%	273% ▲

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs