Bridges
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,458	1,465	0%	
	Admits	558	789	-29%	▼
	Discharges	602	758	-21%	▼
	Service Hours	59,649	66,241	-10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,022	55.1%
	Community Support	153	8.2%
	Employment Services	101	5.4%
	Social Rehabilitation	95	5.1%
	Case Management	51	2.7%
	Residential Services	19	1.0%
Addiction			
	Outpatient	313	16.9%
Forensic MH			
	Forensics Community-based	101	5.4%

Consumer Satisfaction Survey   (Based on 247 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		96%	80%	93%
✔ Participation in Treatment		95%	80%	92%
✔ Overall		93%	80%	91%
✔ Respect		93%	80%	91%
✔ General Satisfaction		92%	80%	92%
✔ Access		89%	80%	88%
● Outcome		77%	80%	83%
● Recovery		74%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	211	14%	16%
26-34	255	18%	23%
35-44	235	16%	20%
45-54	369	25%	24%
55-64	277	19%	14%
65+	109	7%	4%

Gender

Gender	#	%		State Avg
Female	812	56%	▲	40%
Male	646	44%	▼	60%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,200	82%	75%
Hispanic-Other	219	15%	6%
Hisp-Puerto Rican	32	2%	12%
Unknown	3	0%	6%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	0%

Race

Race	#	%		State Avg
White/Caucasian	1,210	83%	▲	65%
Other	100	7%		14%
Black/African American	96	7%		17%
Am. Indian/Native Alaskan	31	2%		1%
Asian	19	1%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Unknown				3%

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

Addiction Outpatient 988200
Bridges
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	313	393	-20%	▼
Admits	120	196	-39%	▼
Discharges	156	208	-25%	▼
Service Hours	3,150	4,132	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	95%
Valid TEDS Data		45%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		77%	34%

Cooccurring		Actual	State Avg
MH Screen Complete		84%	95%
SA Screen Complete		84%	95%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		42	27%	50%	52%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		308	97%	75%	89%	22%	▲
✔	Improved/Maintained Axis V GAF Score		221	79%	75%	60%	4%	
🔴	Stable Living Situation		281	88%	95%	87%	-7%	
🔴	Employed		115	36%	50%	37%	-14%	▼
🔴	Abstinence/Reduced Drug Use		74	23%	55%	58%	-32%	▼
🔴	Self Help		42	13%	60%	25%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		156	96%	90%	84%	6%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		48	41%	75%	74%	-34%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 117 Active Standard Outpatient Programs

IRIS Comm Support/RP Program 309230
Bridges
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	177	-14%	▼
Admits	27	144	-81%	▼
Discharges	34	56	-39%	▼
Service Hours	3,432	3,772	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		54%	82%

Cooccurring		Actual	State Avg
MH Screen Complete		58%	62%
SA Screen Complete		55%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	18%	65%	54%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		146	94%	80%	91%	14%	▲
✔ Employed		31	20%	20%	10%	0%	
● Social Support		89	57%	60%	68%	-3%	
● Improved/Maintained Axis V GAF Score		94	66%	95%	58%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		107	88%	90%	97%	-2%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS
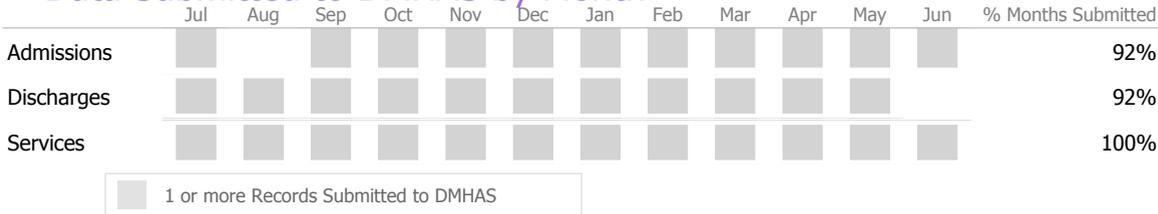
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active CSP Programs

Jail Diversion 309-341
Bridges
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	93	9%	
Admits	78	74	5%	
Discharges	82	71	15%	▲
Service Hours	-	-		

Service Utilization
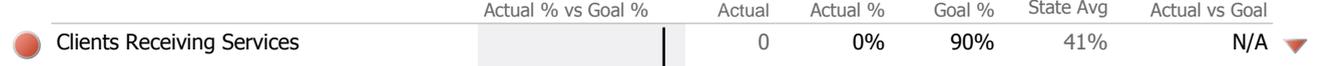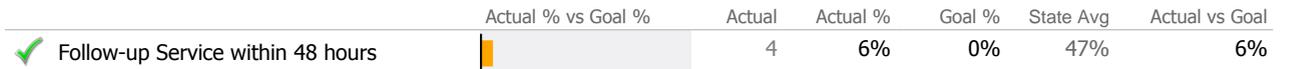
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	41%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		4	6%	0%	47%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services													0%

▪ 1 or more Records Submitted to DMHAS
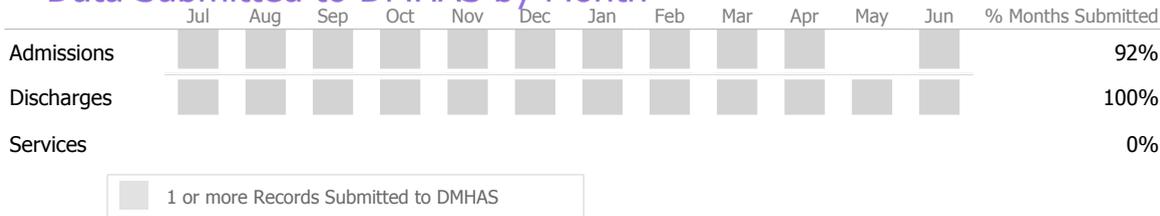
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

Mental Health Outpatient309210
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,022	963	6%	
Admits	272	255	7%	
Discharges	238	213	12%	▲
Service Hours	13,836	14,617	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		75%	56%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		75%	70%
✓ SA Screen Complete		72%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		71	30%	50%	45%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		296	29%	30%	19%	-1%	
🔴 Stable Living Situation		921	89%	95%	81%	-6%	
🔴 Improved/Maintained Axis V GAF Score		646	72%	75%	51%	-3%	
🔴 Social Support		449	44%	60%	55%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		745	94%	90%	87%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		159	59%	75%	67%	-16%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 91 Active Standard Outpatient Programs

Residential Scattered 309-250
Bridges
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	4	2	100%	▲
Discharges	2	1	100%	▲
Service Hours	580	569	2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	100%	50%	70%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		18	90%	85%	93%	5%	
🔴 Social Support		11	55%	60%	86%	-5%	
🔴 Employed		3	15%	25%	13%	-10%	▼
🔴 Improved/Maintained Axis V GAF Score		14	78%	95%	68%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		69%	91%

Cooccurring		Actual	State Avg
MH Screen Complete		33%	91%
SA Screen Complete		50%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		15	83%	90%	98%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪					▪	25%
Discharges				▪				▪					17%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
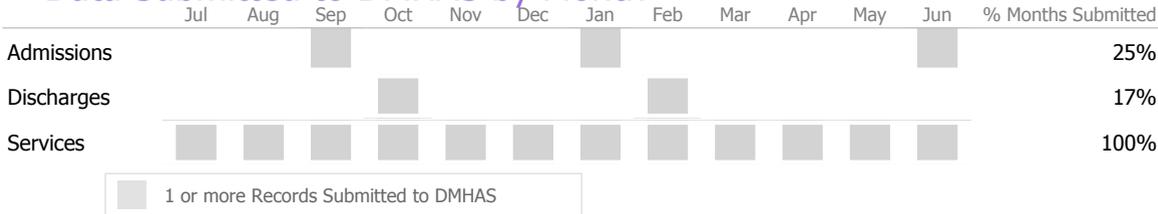
▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 52 Active Residential Support Programs

Social Rehab 309-280
Bridges
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	103	-8%	
Admits	6	17	-65%	▼
Discharges	23	15	53%	▲
Service Hours	25,091	27,273	-8%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		69	96%	90%	81%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪		▪				▪		33%
Discharges	▪		▪	▪		▪	▪	▪			▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
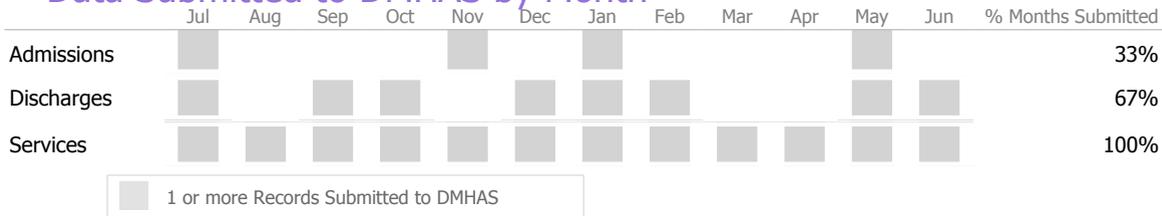
* State Avg based on 39 Active Social Rehabilitation Programs

Vocational 309-270
Bridges
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	156	-35%	▼
Admits	43	90	-52%	▼
Discharges	58	103	-44%	▼
Service Hours	1,277	1,243	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		37	36%	35%	37%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	96%	90%	94%	6%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		89%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 40 Active Employment Services Programs

YAS 309-220
Bridges
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	54	-6%	▼
Admits	8	8	0%	
Discharges	9	12	-25%	▼
Service Hours	12,283	14,300	-14%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	58%

Cooccurring		Actual	State Avg
MH Screen Complete		38%	72%
SA Screen Complete		38%	71%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		98%	40%
✔ Valid Axis V GAF Score		94%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	33%	50%	60%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		45	88%	80%	65%	8%
🔴 Social Support		28	55%	60%	48%	-5%
🔴 Employed		7	14%	20%	5%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		38	90%	90%	67%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													58%
Services													100%

1 or more Records Submitted to DMHAS
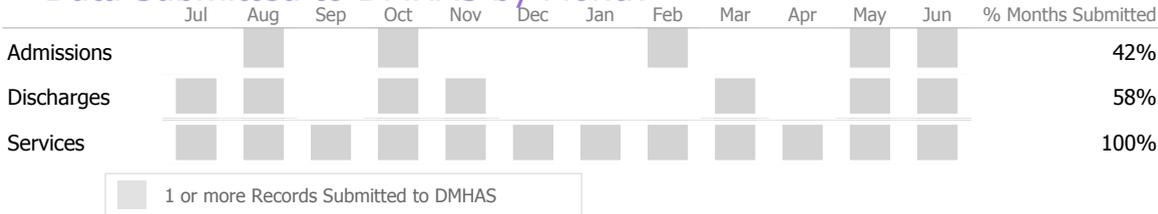
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Standard Case Management Programs