Bridges
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,524	1,465	4%	
	Admits	639	564	13%	▲
	Discharges	459	614	-25%	▼
	Service Hours	65,813	59,648	10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,190	63.5%
	Community Support	134	7.2%
	Employment Services	85	4.5%
	Social Rehabilitation	77	4.1%
	Residential Services	32	1.7%
Addiction			
	Outpatient	277	14.8%
Forensic MH			
	Forensics Community-based	78	4.2%

Consumer Satisfaction Survey   (Based on 270 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		94%	80%	92%
✔ Quality and Appropriateness		92%	80%	93%
✔ Respect		90%	80%	91%
✔ General Satisfaction		89%	80%	92%
✔ Access		88%	80%	88%
✔ Overall		87%	80%	91%
🔴 Outcome		73%	80%	83%
🔴 Recovery		69%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	219	14%	16%
26-34	264	17%	24%
35-44	241	16%	19%
45-54	361	24%	23%
55-64	307	20%	14%
65+	130	9%	4%

Gender

Gender	#	%		State Avg
Female	868	57%	▲	40%
Male	656	43%	▼	60%

Race

Race	#	%		State Avg
White/Caucasian	1,284	84%	▲	66%
Other	107	7%		13%
Black/African American	86	6%	▼	17%
Am. Indian/Native Alaskan	24	2%		1%
Asian	17	1%		1%
Multiple Races	3	0%		1%
Hawaiian/Other Pacific Islander	3	0%		0%
Unknown				3%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,065	70%		75%
Hispanic-Other	422	28%	▲	6%
Hisp-Puerto Rican	31	2%		12%
Unknown	3	0%		6%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban	1	0%		0%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	277	313	-12%	▼
Admits	119	121	-2%	
Discharges	83	157	-47%	▼
Service Hours	2,229	3,150	-29%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	95%
Valid TEDS Data		53%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		37%	33%

Cooccurring		Actual	State Avg
MH Screen Complete		78%	97%
SA Screen Complete		77%	96%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	97%
✓ Valid Axis V GAF Score		96%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		29	35%	50%	51%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		254	91%	75%	86%	16%	▲
🔴 Stable Living Situation		231	82%	95%	85%	-13%	▼
🔴 Employed		98	35%	50%	40%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		146	65%	75%	62%	-10%	
🔴 Abstinence/Reduced Drug Use		66	24%	55%	58%	-31%	▼
🔴 Self Help		42	15%	60%	26%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		168	85%	90%	81%	-5%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		70	59%	75%	73%	-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													92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 116 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	149	-10%	▼
Admits	26	27	-4%	
Discharges	22	43	-49%	▼
Service Hours	3,778	3,432	10%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	57%	92%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	75%	67%
✓	SA Screen Complete	70%	65%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	97%	97%
✓	Valid Axis V GAF Score	100%	93%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		10	45%	65%	70%	-20%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		116	86%	80%	92%	6%	
🔴	Employed		23	17%	20%	11%	-3%	
🔴	Social Support		71	53%	60%	76%	-7%	
🔴	Improved/Maintained Axis V GAF Score		84	69%	95%	61%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		101	89%	90%	96%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐			☐	☐		☐	75%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐		☐		☐	83%
Services	☐	☐	☐	☐	☐	☐	☐	☐		☐	☐	☐	92%

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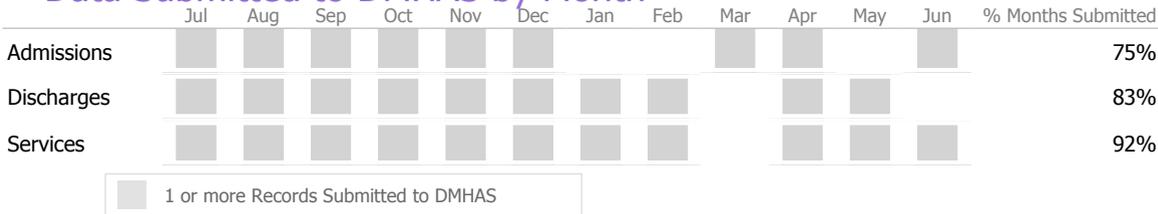
▲ > 10% Over   ▼ < 10% Under

■ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	101	-23%	▼
Admits	60	78	-23%	▼
Discharges	38	82	-54%	▼
Service Hours	-	-		

Service Utilization
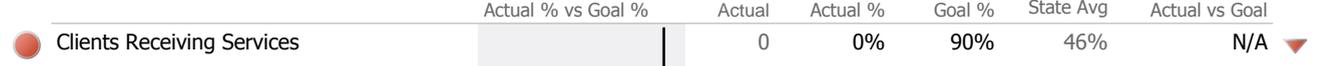
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	46%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		11	6%	0%	20%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	92%
Discharges	▪	▪		▪			▪	▪					42%
Services													0%

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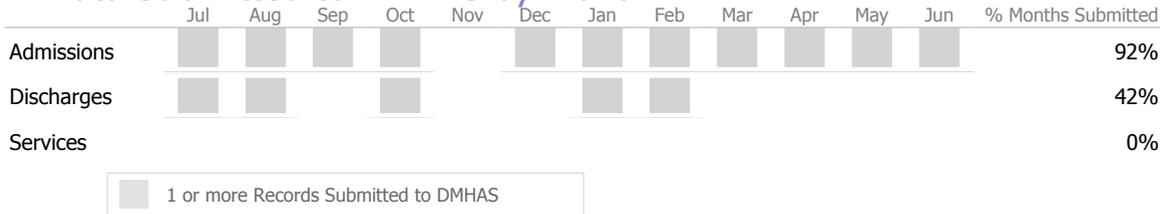
▲ > 10% Over   ▼ < 10% Under

🟧 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,140	1,026	11%	▲
Admits	360	272	32%	▲
Discharges	263	237	11%	▲
Service Hours	12,767	13,835	-8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		48%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		72%	67%
✓ SA Screen Complete		71%	62%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	98%
✓ Valid Axis V GAF Score		95%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		54	21%	50%	40%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		327	28%	30%	21%	-2%	
🔴 Stable Living Situation		998	86%	95%	85%	-9%	
🔴 Social Support		520	45%	60%	66%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		669	65%	75%	57%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		804	90%	90%	86%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		185	52%	75%	69%	-23%	▼

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	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%

▢ 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

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	19	68%	▲
Admits	14	4	250%	▲
Discharges	8	2	300%	▲
Service Hours	808	580	39%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		95%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		62%	94%

Cooccurring		Actual	State Avg
MH Screen Complete		63%	94%
SA Screen Complete		63%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%
✔ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	12%	50%	65%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		28	88%	85%	94%	3%	
● Social Support		17	53%	60%	88%	-7%	
● Employed		4	12%	25%	12%	-13%	▼
● Improved/Maintained Axis V GAF Score		19	66%	95%	72%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		22	92%	90%	98%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪		▪					▪		58%
Discharges			▪	▪		▪	▪		▪		▪		50%
Services	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%

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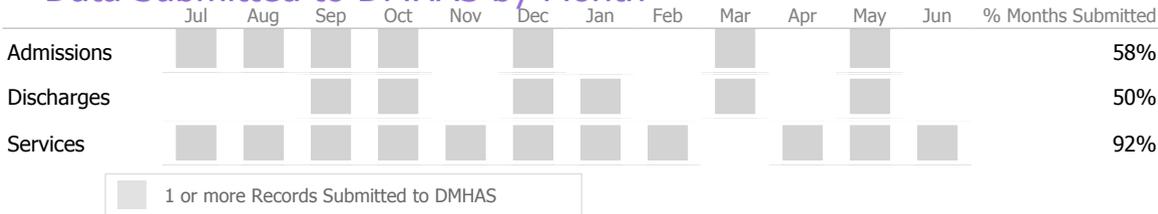
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 51 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	98	-21%	▼
Admits	2	8	-75%	▼
Discharges	4	23	-83%	▼
Service Hours	21,864	25,091	-13%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▮▮▮▮	64	88%	90%	75%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢		▢				17%
Discharges						▢			▢	▢			25%
Services	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%

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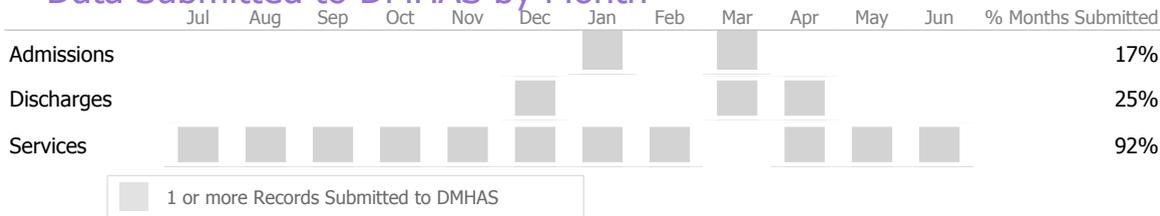
▲ > 10% Over   ▼ < 10% Under

▮ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	99	-14%	▼
Admits	49	43	14%	▲
Discharges	36	60	-40%	▼
Service Hours	1,341	1,277	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		31	34%	35%	39%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		51	91%	90%	96%	1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		68%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
Services													92%

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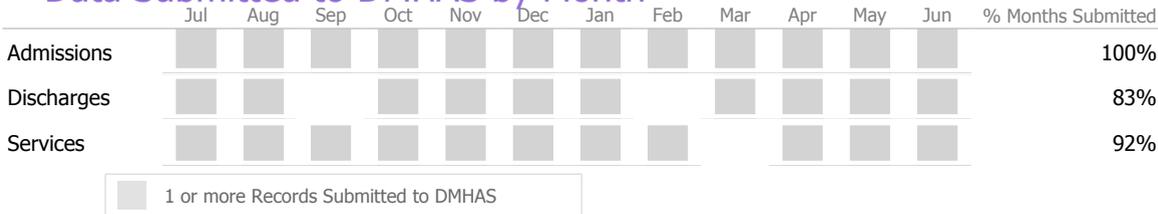
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS 309-220
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	55	-2%	
Admits	9	11	-18%	▼
Discharges	5	10	-50%	▼
Service Hours	23,025	12,283	87%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	77%	66%

Cooccurring		Actual	State Avg
	MH Screen Complete	35%	67%
	SA Screen Complete	41%	62%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	98%	98%
✓	Valid Axis V GAF Score	94%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	20%	50%	40%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		32	59%	60%	66%	-1%	
● Employed		11	20%	30%	21%	-10%	
● Stable Living Situation		45	83%	95%	85%	-12%	▼
● Improved/Maintained Axis V GAF Score		32	65%	75%	57%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	90%	90%	86%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		2	22%	75%	69%	-53%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													58%
Discharges													33%
Services													92%

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