Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,331	1,269	5%	
	Admits	297	308	-4%	
	Discharges	360	253	42%	▲
	Service Hours	30,920	33,257	-7%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,115	67.3%
	Community Support		142	8.6%
	Social Rehabilitation		76	4.6%
	Employment Services		61	3.7%
	Residential Services		29	1.8%
Addiction				
	Outpatient		191	11.5%
Forensic MH				
	Forensics Community-based		42	2.5%

Consumer Satisfaction Survey   (Based on 264 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		93%	80%	92%
✔ Quality and Appropriateness		89%	80%	93%
✔ Respect		89%	80%	91%
✔ Overall		85%	80%	91%
✔ General Satisfaction		83%	80%	92%
✔ Access		82%	80%	88%
🔴 Outcome		71%	80%	83%
🔴 Recovery		64%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		169	13%	13%
26-34		220	17%	23%
35-44		205	15%	19%
45-54		311	23%	23%
55-64		288	22%	16%
65+		137	10%	5%

Gender

Gender		#	%		State Avg
Female		742	56%	▲	41%
Male		589	44%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		976	73%		75%
Hispanic-Other		326	24%	▲	6%
Hisp-Puerto Rican		25	2%		12%
Unknown		2	0%		6%
Hispanic-Cuban		1	0%		0%
Hispanic-Mexican		1	0%		1%

Race

Race		#	%		State Avg
White/Caucasian		1,127	85%	▲	65%
Other		94	7%		13%
Black/African American		75	6%	▼	17%
Am. Indian/Native Alaskan		18	1%		0%
Asian		14	1%		1%
Hawaiian/Other Pacific Islander		2	0%		0%
Multiple Races		1	0%		1%
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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	191	197	-3%	
Admits	30	43	-30%	▼
Discharges	72	49	47%	▲
Service Hours	813	1,022	-20%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		91%	97%
Valid TEDS Data		51%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		61%	54%

Cooccurring		Actual	State Avg
MH Screen Complete		65%	96%
SA Screen Complete		65%	96%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	99%
✓ Valid Axis V GAF Score		96%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		28	39%	50%	56%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		180	94%	75%	89%	19%	▲
● Stable Living Situation		162	84%	95%	88%	-11%	▼
● Improved/Maintained Axis V GAF Score		114	66%	75%	61%	-9%	
● Employed		63	33%	50%	42%	-17%	▼
● Abstinence/Reduced Drug Use		51	27%	55%	56%	-28%	▼
● Self Help		28	15%	60%	22%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		103	86%	90%	79%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		14	48%	75%	79%	-27%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

BHH ADULT NAE
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	20%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
● Social Support		N/A	N/A	60%	67%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	64%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

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 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Bridges
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

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 38 Active Outreach & Engagement 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	142	122	16%	▲
Admits	30	12	150%	▲
Discharges	31	14	121%	▲
Service Hours	2,042	1,840	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		65%	90%

Cooccurring		Actual	State Avg
MH Screen Complete		72%	82%
SA Screen Complete		72%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
✔ Valid Axis V GAF Score		99%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	39%	65%	70%	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		121	83%	80%	92%	3%	
🔴 Employed		23	16%	20%	11%	-4%	
🔴 Social Support		70	48%	60%	79%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		77	65%	95%	58%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		98	86%	90%	96%	-4%	
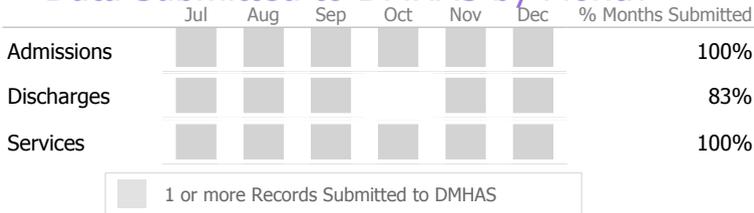
▲ > 10% Over	▼ < 10% Under

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	48	-13%	▼
Admits	23	27	-15%	▼
Discharges	24	24	0%	
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	44%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		3	4%	0%	17%	4%
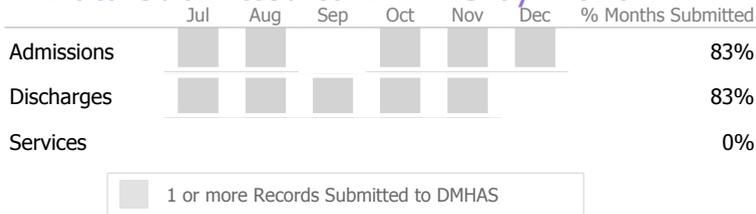
▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	🔴 Below Goal

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■	■	■	83%
Discharges	■	■	■	■	■		83%
Services							0%

■ 1 or more Records Submitted to DMHAS

Mental Health Outpatient309210
Bridges
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,070	979	9%	▼
Admits	192	189	2%	
Discharges	200	142	41%	▲
Service Hours	6,603	6,329	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		66%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		61%	77%
SA Screen Complete		63%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✓ Valid Axis V GAF Score		97%	85%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		72	36%	50%	45%	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		293	27%	30%	20%	-3%	
🔴 Stable Living Situation		902	84%	95%	85%	-11%	▼
🔴 Social Support		486	45%	60%	67%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		604	65%	75%	52%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		709	81%	90%	80%	-9%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		118	61%	75%	62%	-14%	▼
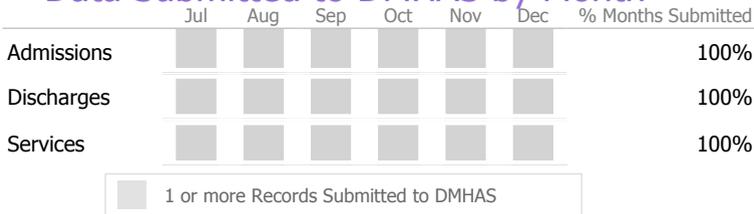
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	29	0%	
Admits	7	11	-36%	▼
Discharges	5	4	25%	▲
Service Hours	388	428	-9%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	40%	50%	71%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		27	93%	85%	93%	8%	
🔴 Employed		4	14%	25%	13%	-11%	▼
🔴 Social Support		12	41%	60%	87%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		17	74%	95%	73%	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		79%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	92%
SA Screen Complete		67%	90%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	97%
✓ Valid Axis V GAF Score		100%	96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		22	88%	90%	96%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢		▢	67%
Discharges	▢	▢	▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▎ Goal	✓ Goal Met	🔴 Below Goal
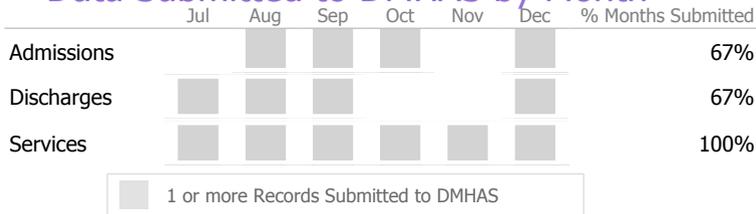
* State Avg based on 51 Active Residential Support Programs

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	75	1%	
Admits	4	-		
Discharges	4	1	300%	▲
Service Hours	11,598	11,765	-1%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		57	79%	90%	64%	-11%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢			50%
Discharges		▢	▢		▢		50%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal
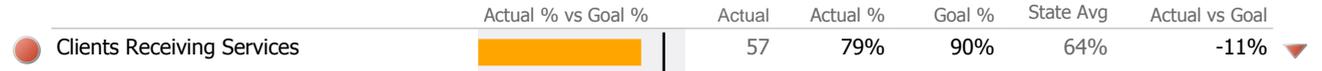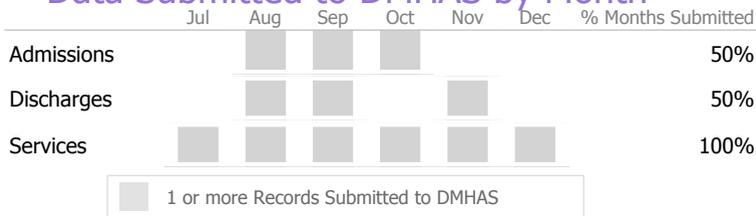
* State Avg based on 39 Active Social Rehabilitation Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	63	-3%	
Admits	9	22	-59%	▼
Discharges	19	15	27%	▲
Service Hours	702	696	1%	

Recovery
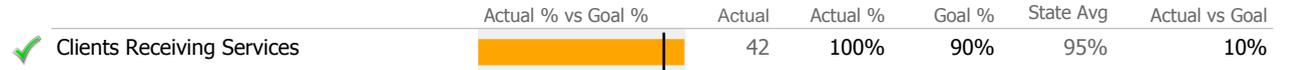
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		31	51%	35%	43%	16%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		42	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		85%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							100%
Services							100%

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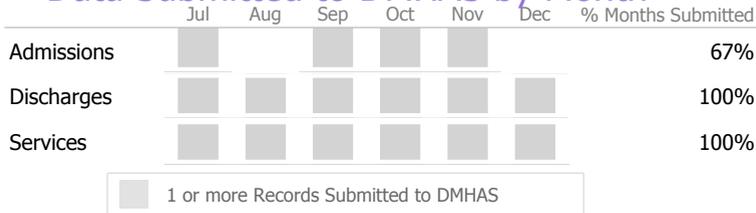
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	49	8%	
Admits	2	4	-50%	▼
Discharges	5	4	25%	▲
Service Hours	8,776	11,178	-21%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		12%	77%
SA Screen Complete		12%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✓ Valid Axis V GAF Score		98%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							67%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	60%	50%	45%	10%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		32	60%	60%	67%	0%	
● Improved/Maintained Axis V GAF Score		36	71%	75%	52%	-4%	
● Employed		10	19%	30%	20%	-11%	▼
● Stable Living Situation		42	79%	95%	85%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		43	90%	90%	80%	0%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		1	50%	75%	62%	-25%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs