

### Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	914	1,015	-10%
	Admits	444	759	-42% ▼
	Discharges	345	545	-37% ▼
	Service Hours	4,652	3,803	22% ▲
	S.Rehab/PHP/IOP	22,790	23,992	-5%

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

### Consumer Satisfaction Survey

(Based on 222 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Access		91%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		90%	80%	91%
✓ Respect		88%	80%	91%
● Recovery		78%	80%	79%
● Outcome		77%	80%	83%

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

### Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	626	68.5%
	Social Rehabilitation	297	32.5%
	Residential Services	10	1.1%

### Client Demographics

Age	#	%	State Avg
18-25	67	7%	17%
26-34	132	15%	22%
35-44	204	22%	20%
45-54	308	34%	24%
55-64	167	18%	13%
65+	29	3%	4%

Gender	#	%	State Avg
Male	613	67%	60%
Female	300	33%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	640	70%	74%
Hisp-Puerto Rican	187	20%	12%
Hispanic-Other	70	8%	7%
Unknown	7	1%	7%
Hispanic-Cuban	6	1%	0%
Hispanic-Mexican	4	0%	0%

Race	#	%	State Avg
White/Caucasian	454	50%	64%
Black/African American	319	35%	17%
Other	116	13%	15%
Unknown	11	1%	2%
Multiple Races	9	1%	1%
Asian	3	0%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	297	288	3%
Admits	73	66	11% ▲
Discharges	55	62	-11% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	22,790	23,992	-5%

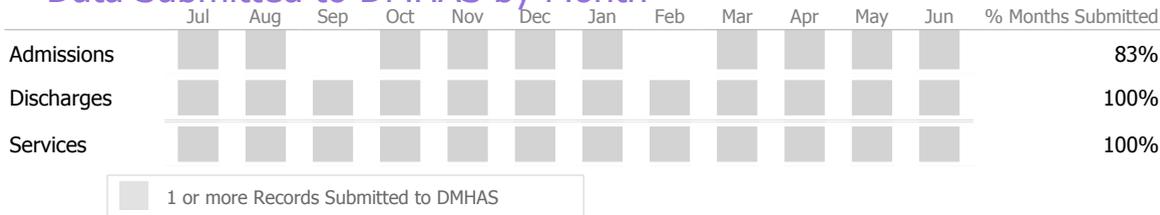
### Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	249	100%	90%	82%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 38 Active Social Rehabilitation Programs

# Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

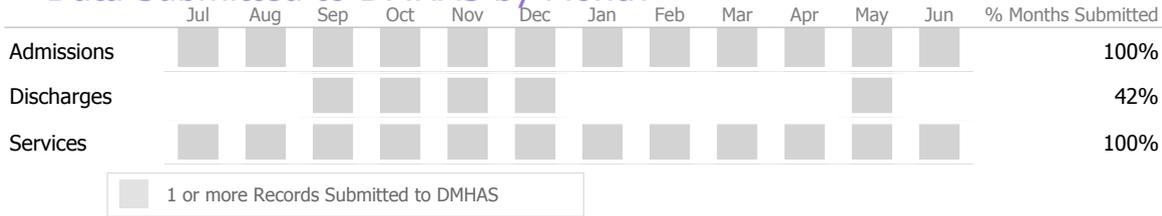
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	626	738	-15% ▼
Admits	371	693	-46% ▼
Discharges	290	483	-40% ▼
Service Hours	4,652	3,803	22% ▲

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		279	75%	50%	79%	25% ▲

## 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