

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|-----------------|--------|----------|------------|---|
| | Unique Clients | 754 | 952 | -21% | ▼ |
| | Admits | 328 | 380 | -14% | ▼ |
| | Discharges | 229 | 533 | -57% | ▼ |
| | Service Hours | 1,529 | 3,770 | -59% | ▼ |
| | S.Rehab/PHP/IOP | 19,608 | 20,442 | -4% | |

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

Consumer Satisfaction Survey (Based on 112 FY14 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Access | | 97% | 80% | 88% |
| ✓ General Satisfaction | | 96% | 80% | 92% |
| ✓ Quality and Appropriateness | | 96% | 80% | 93% |
| ✓ Overall | | 96% | 80% | 91% |
| ✓ Participation in Treatment | | 93% | 80% | 92% |
| ✓ Respect | | 90% | 80% | 91% |
| ✓ Recovery | | 88% | 80% | 79% |
| ✓ Outcome | | 85% | 80% | 83% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|-----------------------|-----|-------|
| Mental Health | Case Management | 461 | 59.7% |
| | Social Rehabilitation | 301 | 39.0% |
| | Residential Services | 10 | 1.3% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 83 | 11% | 16% | Male | 449 | 60% | 60% |
| 26-34 | 114 | 15% | 24% | Female | 305 | 40% | 40% |
| 35-44 | 151 | 20% | 19% | | | | |
| 45-54 | 218 | 29% | 23% | | | | |
| 55-64 | 154 | 20% | 14% | | | | |
| 65+ | 34 | 5% | 4% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 565 | 75% | 75% | White/Caucasian | 393 | 52% | 66% |
| Hisp-Puerto Rican | 148 | 20% | 12% | Black/African American | 312 | 41% | 17% |
| Hispanic-Other | 36 | 5% | 6% | Other | 39 | 5% | 13% |
| Hispanic-Cuban | 2 | 0% | 0% | Asian | 6 | 1% | 1% |
| Hispanic-Mexican | 2 | 0% | 1% | Am. Indian/Native Alaskan | 2 | 0% | 1% |
| Unknown | 1 | 0% | 6% | Multiple Races | 2 | 0% | 1% |
| | | | | Hawaiian/Other Pacific Islander | | | 0% |
| | | | | Unknown | | | 3% |

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

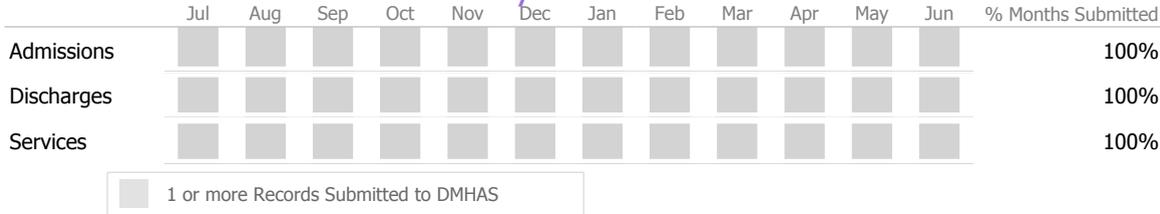
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 301 | 307 | -2% |
| Admits | 65 | 63 | 3% |
| Discharges | 72 | 72 | 0% |
| Service Hours | 23 | - | |
| Social Rehab/PHP/IOP Days | 19,608 | 20,442 | -4% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 237 | 100% | 90% | 75% | 10% |

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

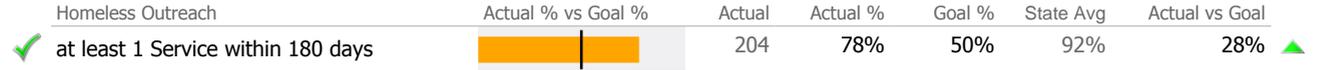
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

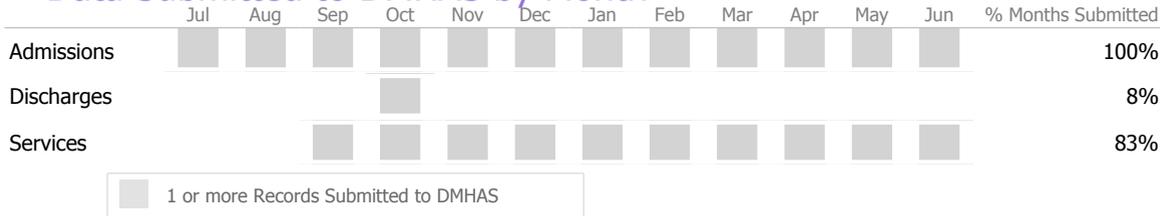
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 461 | 658 | -30% ▼ |
| Admits | 263 | 317 | -17% ▼ |
| Discharges | 157 | 461 | -66% ▼ |
| Service Hours | 1,506 | 3,770 | -60% ▼ |

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs