

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	654	632	3%
	Admits	114	197	-42% ▼
	Discharges	249	185	35% ▲
	Service Hours	709	902	-21% ▼
	S.Rehab/PHP/IOP	10,211	10,455	-2%

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

Consumer Satisfaction Survey (Based on 112 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		91%	80%	88%
✓ Recovery		88%	80%	79%
✓ Outcome		86%	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	402	60.4%
	Social Rehabilitation	254	38.1%
	Residential Services	10	1.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	66	10%	13%	Male	402	61%	59%
26-34	101	15%	23%	Female	252	39%	41%
35-44	113	17%	19%	Transgender			0%
45-54	182	28%	23%				
55-64	157	24%	16%				
65+	35	5%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	500	76%	75%	White/Caucasian	317	48%	65%
Hisp-Puerto Rican	111	17%	12%	Black/African American	279	43%	17%
Hispanic-Other	33	5%	6%	Other	40	6%	13%
Unknown	7	1%	6%	Unknown	7	1%	3%
Hispanic-Cuban	2	0%	0%	Asian	5	1%	1%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	4	1%	0%
				Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

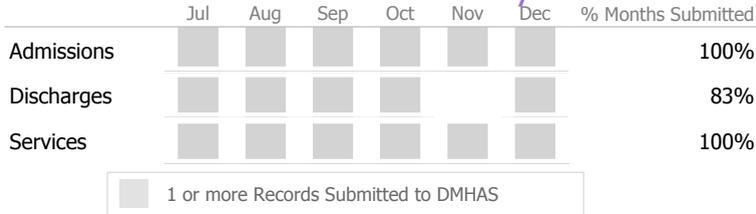
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	268	-5%
Admits	24	31	-23% ▼
Discharges	31	28	11% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	10,211	10,455	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		229	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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

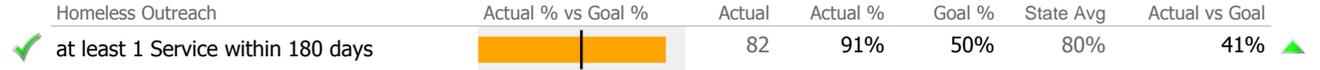
Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

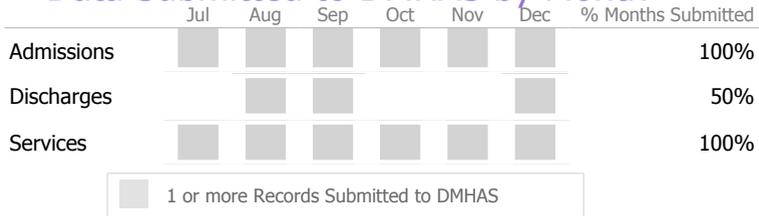
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	402	368	9%
Admits	90	166	-46% ▼
Discharges	218	157	39% ▲
Service Hours	709	902	-21% ▼

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