

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	759	754	1%
	Admits	237	328	-28% ▼
	Discharges	275	229	20% ▲
	Service Hours	1,637	1,529	7%
	S.Rehab/PHP/IOP	19,737	19,608	1%

▲ > 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	500	64.5%
	Social Rehabilitation	265	34.2%
	Residential Services	10	1.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	78	10%	15%	Male	468	62%	60%
26-34	120	16%	24%	Female	291	38%	40%
35-44	125	16%	19%	Transgender			0%
45-54	216	28%	22%				
55-64	178	23%	15%				
65+	42	6%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	581	77%	75%	White/Caucasian	359	47%	65% ▼
Hisp-Puerto Rican	131	17%	12%	Black/African American	324	43%	16% ▲
Hispanic-Other	38	5%	7%	Other	56	7%	13%
Unknown	5	1%	6%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Cuban	3	0%	0%	Asian	6	1%	1%
Hispanic-Mexican	1	0%	1%	Unknown	6	1%	3%
				Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

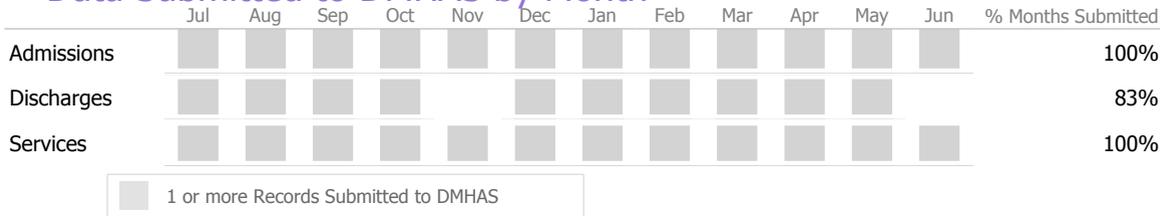
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	265	301	-12% ▼
Admits	37	65	-43% ▼
Discharges	57	72	-21% ▼
Service Hours	-	23	-100% ▼
Social Rehab/PHP/IOP Days	19,737	19,608	1%

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	210	100%	90%	71%	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

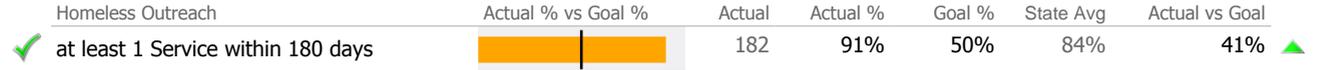
Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

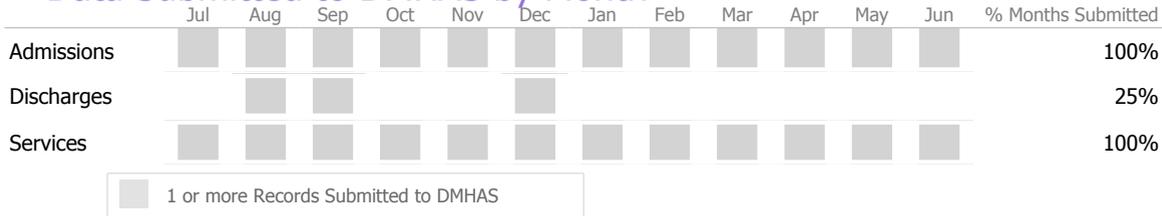
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	500	461	8%
Admits	200	263	-24% ▼
Discharges	218	157	39% ▲
Service Hours	1,637	1,506	9%

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