

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	565	606	-7%
	Admits	61	63	-3%
	Discharges	109	237	-54% ▼
	Service Hours	548	351	56% ▲
	S.Rehab/PHP/IOP	4,755	5,164	-8%

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

Consumer Satisfaction Survey (Based on 124 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Access		95%	80%	88%
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		84%	80%	83%
✓ Recovery		83%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	339	58.9%
	Social Rehabilitation	227	39.4%
	Residential Services	10	1.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	49	9%	12%	Male	363	64%	58%
26-34	85	15%	22%	Female	202	36%	42%
35-44	97	17%	19%	Transgender			0%
45-54	159	28%	23%				
55-64	132	23%	18%				
65+	43	8%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	433	77%	75%	White/Caucasian	262	46%	65% ▼
Hisp-Puerto Rican	96	17%	12%	Black/African American	230	41%	16% ▲
Hispanic-Other	28	5%	7%	Other	55	10%	13%
Unknown	5	1%	6%	Asian	6	1%	1%
Hispanic-Cuban	3	1%	0%	Unknown	6	1%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	4	1%	1%
				Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	227	241	-6%
Admits	17	11	55% ▲
Discharges	8	20	-60% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,755	5,164	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		216	98%	90%	58%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 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

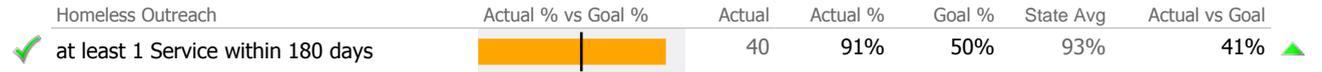
Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

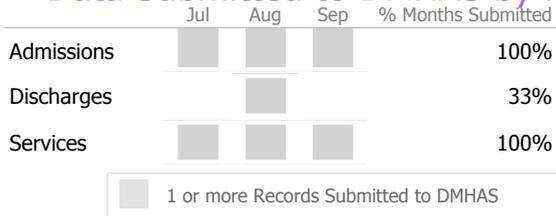
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	339	366	-7%
Admits	44	52	-15% ▼
Discharges	101	217	-53% ▼
Service Hours	548	351	56% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Outreach & Engagement Programs