

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	709	714	-1%
	Admits	206	178	16% ▲
	Discharges	227	265	-14% ▼
	Service Hours	2,327	1,137	105% ▲
	S.Rehab/PHP/IOP	13,724	14,966	-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	466	64.5%
	Social Rehabilitation	246	34.1%
	Residential Services	10	1.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	61	9%	14%	Male	459	65%	60%
26-34	107	15%	24%	Female	250	35%	40%
35-44	128	18%	20%	Transgender			0%
45-54	206	29%	22%				
55-64	163	23%	16%				
65+	44	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	520	73%	74%	White/Caucasian	310	44%	65% ▼
Hisp-Puerto Rican	137	19%	12%	Black/African American	281	40%	17% ▲
Hispanic-Other	40	6%	7%	Other	94	13%	13%
Unknown	6	1%	6%	Am. Indian/Native Alaskan	7	1%	1%
Hispanic-Cuban	4	1%	0%	Unknown	7	1%	3%
Hispanic-Mexican	2	0%	1%	Asian	6	1%	1%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

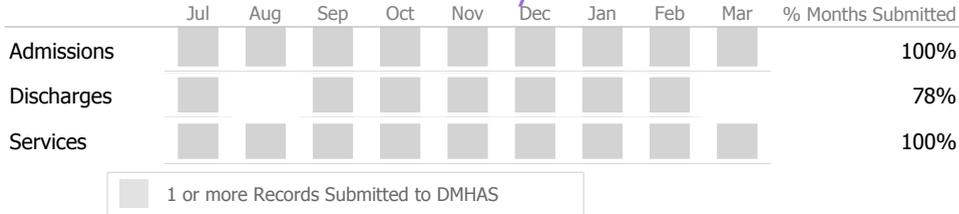
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	246	261	-6%
Admits	36	32	13% ▲
Discharges	29	47	-38% ▼
Service Hours	564	-	
Social Rehab/PHP/IOP Days	13,724	14,966	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		217	100%	90%	70%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

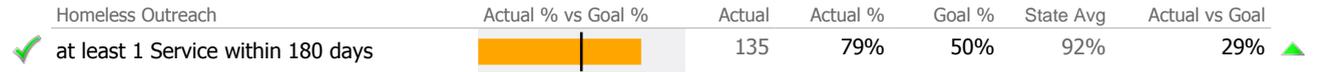
Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

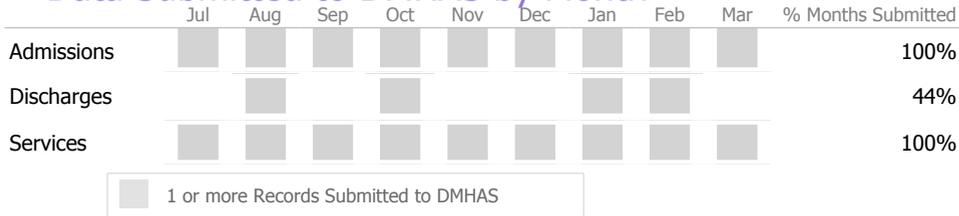
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	466	456	2%
Admits	170	146	16% ▲
Discharges	198	218	-9%
Service Hours	1,763	1,137	55% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs