

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	538	569	-5%
	Admits	39	61	-36% ▼
	Discharges	58	109	-47% ▼
	Service Hours	860	548	57% ▲
	S.Rehab/PHP/IOP	4,752	4,755	0%

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

Consumer Satisfaction Survey

(Based on 102 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		86%	80%	79%

■ 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	313	57.7%
	Social Rehabilitation	229	42.3%

Client Demographics

Age	#	%	State Avg
18-25	36	7%	11%
26-34	76	14%	22%
35-44	92	17%	19%
45-54	153	28%	22%
55-64	138	26%	19%
65+	43	8%	6%

Gender	#	%	State Avg
Male	353	66%	58%
Female	185	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	381	71%	74%
Hisp-Puerto Rican	116	22%	13%
Hispanic-Other	33	6%	7%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	2	0%	1%
Unknown	2	0%	6%

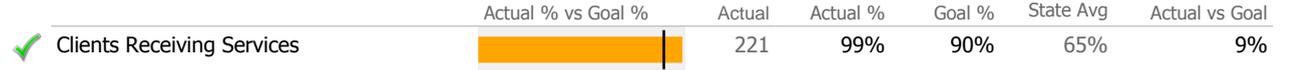
Race	#	%	State Avg
White/Caucasian	243	45%	65% ▼
Black/African American	194	36%	16% ▲
Other	86	16%	13%
Am. Indian/Native Alaskan	5	1%	1%
Asian	3	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Unknown	3	1%	3%
Multiple Races	1	0%	1%

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

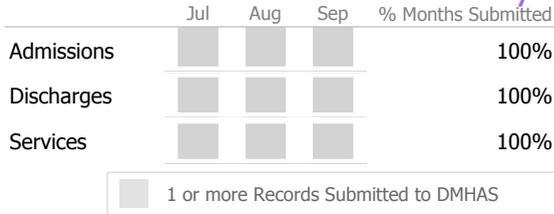
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	229	227	1%
Admits	13	17	-24% ▼
Discharges	6	8	-25% ▼
Service Hours	325	-	
Social Rehab/PHP/IOP Days	4,752	4,755	0%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

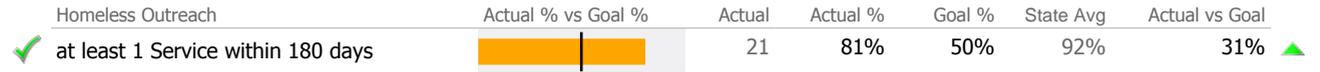
Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

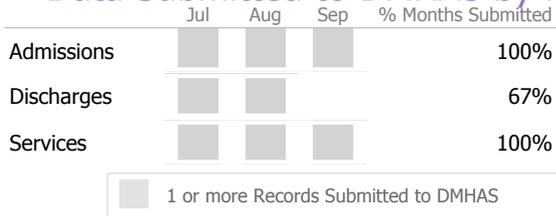
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	313	346	-10%
Admits	26	44	-41% ▼
Discharges	52	101	-49% ▼
Service Hours	535	548	-2%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs