

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	665	708	-6%
	Admits	170	206	-17% ▼
	Discharges	279	222	26% ▲
	Service Hours	2,620	2,327	13% ▲
	S.Rehab/PHP/IOP	12,641	13,724	-8%

▲ > 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	427	63.8%
	Social Rehabilitation	242	36.2%

Client Demographics

Age	#	%	State Avg
18-25	50	8%	13%
26-34	95	14%	24%
35-44	113	17%	20%
45-54	189	28%	21%
55-64	173	26%	17%
65+	45	7%	5%

Gender	#	%	State Avg
Male	449	68%	60%
Female	216	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	456	69%	73%
Hisp-Puerto Rican	166	25% ▲	12%
Hispanic-Other	33	5%	7%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	4	1%	1%
Unknown	2	0%	7%

Race	#	%	State Avg
White/Caucasian	274	41% ▼	64%
Black/African American	237	36% ▲	16%
Other	137	21%	13%
Am. Indian/Native Alaskan	5	1%	1%
Asian	3	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	3	0%	4%

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

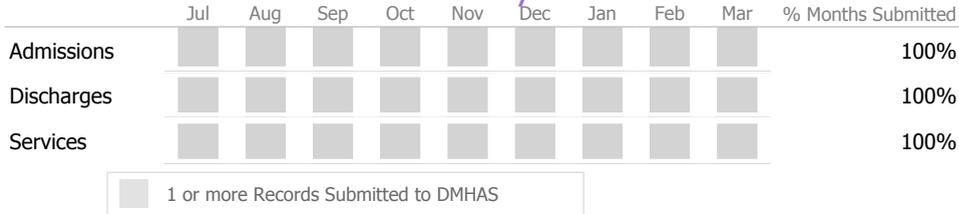
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	246	-2%
Admits	26	36	-28% ▼
Discharges	28	28	0%
Service Hours	1,021	564	81% ▲
Social Rehab/PHP/IOP Days	12,641	13,724	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		215	100%	90%	75%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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

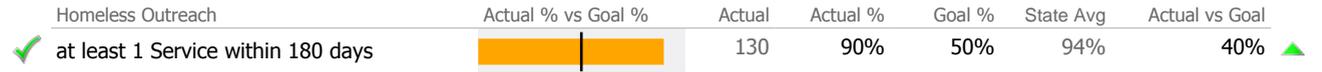
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

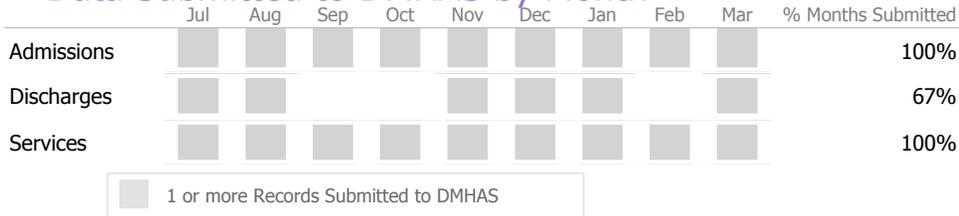
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	427	468	-9%
Admits	144	170	-15% ▼
Discharges	251	194	29% ▲
Service Hours	1,599	1,763	-9%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs