

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	550	595	-8%
	Admits	119	90	32% ▲
	Discharges	109	160	-32% ▼
	Service Hours	1,516	1,789	-15% ▼
	S.Rehab/PHP/IOP	8,044	8,973	-10%

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

Consumer Satisfaction Survey

(Based on 113 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Access		94%	80%	88%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		84%	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	332	59.7%
	Social Rehabilitation	224	40.3%

Client Demographics

Age	#	%	State Avg
18-25	42	8%	11%
26-34	80	15%	23%
35-44	86	16%	21%
45-54	134	24%	21%
55-64	165	30% ▲	18%
65+	43	8%	6%

Gender	#	%	State Avg
Male	368	67%	59%
Female	181	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	375	68%	71%
Hisp-Puerto Rican	138	25% ▲	13%
Hispanic-Other	27	5%	7%
Hispanic-Mexican	4	1%	1%
Unknown	4	1%	9%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
Black/African American	207	38% ▲	16%
White/Caucasian	207	38% ▼	63%
Other	125	23%	13%
Am. Indian/Native Alaskan	4	1%	1%
Asian	4	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	5%

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

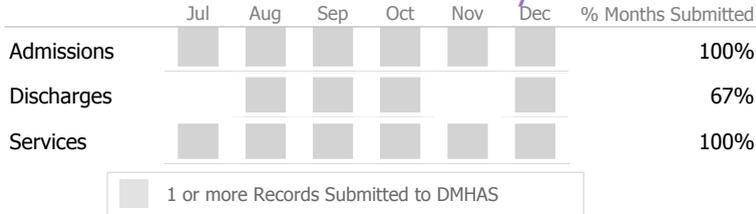
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	224	236	-5%
Admits	13	20	-35% ▼
Discharges	14	11	27% ▲
Service Hours	513	711	-28% ▼
Social Rehab/PHP/IOP Days	8,044	8,973	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		213	100%	90%	69%	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

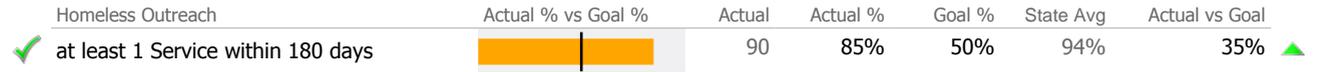
Program Quality Dashboard

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

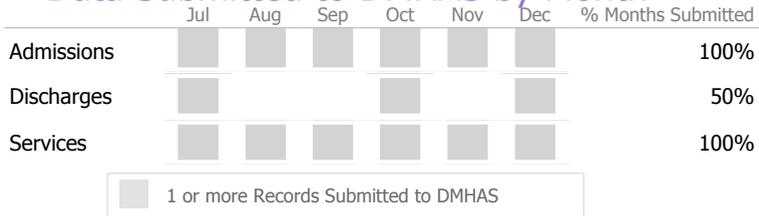
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	332	363	-9%
Admits	106	70	51% ▲
Discharges	95	149	-36% ▼
Service Hours	1,004	1,079	-7%

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