Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	374	442	-15%	▼
	Admits	21	39	-46%	▼
	Discharges	50	10	400%	
	Service Hours	1,763	683	158%	▲
	S.Rehab/PHP/IOP	482	3,894	-88%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	203	53.7%
	Case Management	175	46.3%

Consumer Satisfaction Survey   (Based on 99 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		96%	80%	92%
✓	Overall		95%	80%	91%
✓	Access		95%	80%	88%
✓	Quality and Appropriateness		93%	80%	93%
✓	Respect		92%	80%	91%
✓	Participation in Treatment		88%	80%	92%
✓	Outcome		85%	80%	83%
✓	Recovery		83%	80%	79%

Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

Age	#	%	State Avg	
18-25	20	5%	8%	
26-34	46	12%	21%	
35-44	59	16%	22%	
45-54	85	23%	20%	
55-64	119	32%	20%	▲
65+	45	12%	9%	

Gender

Gender	#	%	State Avg
Male	241	65%	58%
Female	132	35%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	260	70%	69%
Hisp-Puerto Rican	78	21%	12%
Hispanic-Other	27	7%	8%
Unknown	5	1%	11%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican	2	1%	1%

Race

Race	#	%	State Avg	
White/Caucasian	168	45%	63%	▼
Black/African American	144	39%	16%	▲
Other	50	13%	13%	
Asian	5	1%	1%	
Am. Indian/Native Alaskan	2	1%	1%	
Multiple Races	2	1%	1%	
Unknown	2	1%	5%	
Hawaiian/Other Pacific Islander	1	0%	0%	

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg
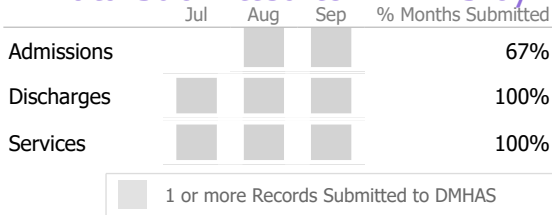
Variances in data may be indicative of operational adjustments related to the pandemic.

880 Fairfield Ave. Soc Re 280
Bridge House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	203	212	-4%	
Admits	3	8	-63%	▼
Discharges	5	10	-50%	▼
Service Hours	1,540	204		
Social Rehab/PHP/IOP Days	482	3,894	-88%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	▬▬▬▬▬	195	98%	90%	49%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
Discharges	▢	▢	▢	100%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✓ Goal Met   ● Below Goal
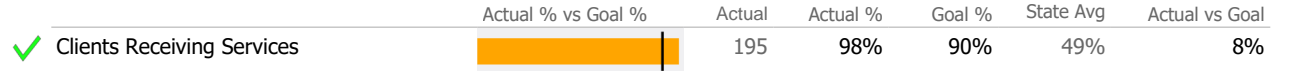
* State Avg based on 33 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Outreach and Engagement Program
Bridge House
Mental Health - Case Management - Outreach & Engagement

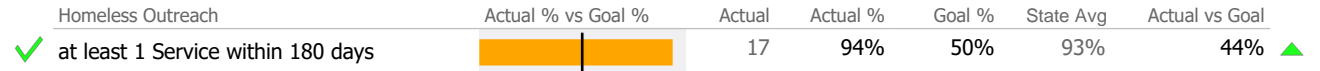Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
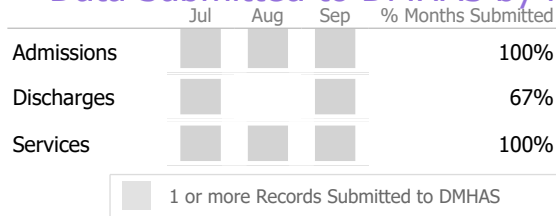Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	232	-25%	▼
Admits	18	31	-42%	▼
Discharges	45	-		
Service Hours	223	479	-54%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		17	94%	50%	93%	44%	▲

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 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.