Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	384	475	-19%	▼
	Admits	31	73	-58%	▼
	Discharges	56	99	-43%	▼
	Service Hours	3,418	1,408	143%	▲
	S.Rehab/PHP/IOP	1,355	7,622	-82%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	204	52.6%
	Case Management	184	47.4%

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

		#	%	State Avg
18-25		20	5%	9%
26-34		47	12%	21%
35-44		61	16%	22%
45-54		88	23%	19%
55-64		121	32% ▲	20%
65+		47	12%	8%

Gender

	#	%	State Avg
Male	248	65%	58%
Female	135	35%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	264	69%	70%
Hisp-Puerto Rican	84	22%	12%
Hispanic-Other	27	7%	8%
Unknown	5	1%	10%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican	2	1%	0%

Race

	#	%	State Avg
White/Caucasian	170	44% ▼	62%
Black/African American	147	38% ▲	17%
Other	55	14%	13%
Asian	5	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	2	1%	1%
Unknown	2	1%	6%
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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	220	-7%	
Admits	4	16	-75%	▼
Discharges	6	24	-75%	▼
Service Hours	3,075	419		
Social Rehab/PHP/IOP Days	1,355	7,622	-82%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	[bar]	197	99%	90%	57%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪		▪		50%
Discharges	▪	▪	▪			▪	67%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS
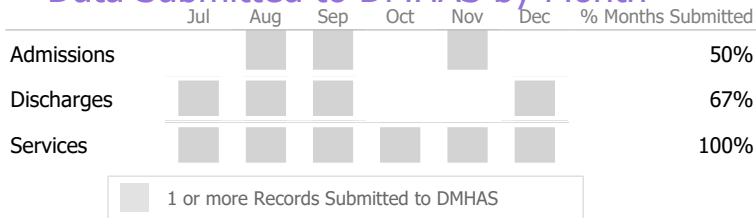
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 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

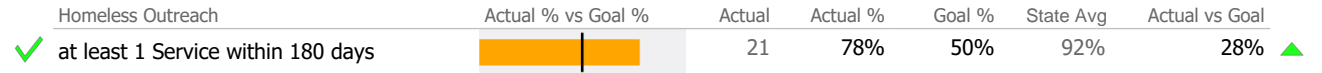Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
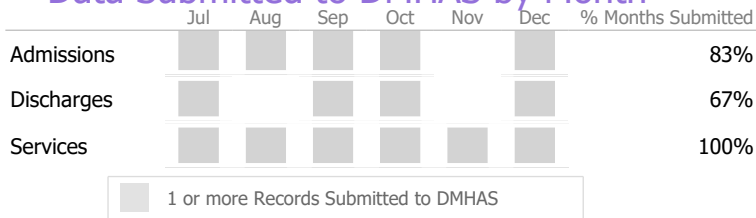Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	258	-29%	▼
Admits	27	57	-53%	▼
Discharges	50	75	-33%	▼
Service Hours	343	989	-65%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	▮▮	21	78%	50%	92%	28%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▮	▮	▮	▮		▮	83%
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.