Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	411	498	-17%	▼
	Admits	59	97	-39%	▼
	Discharges	92	124	-26%	▼
	Service Hours	5,558	2,292	143%	▲
	S.Rehab/PHP/IOP	2,230	10,815	-79%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	211	50.8%
	Social Rehabilitation	204	49.2%

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%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▯ 80-100% ✓ Goal Met ⬤ Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	22	5%	10%
26-34	51	12%	22%
35-44	68	17%	23%
45-54	92	22%	19%
55-64	129	32% ▲	19%
65+	47	11%	8%

Gender

	#	%	State Avg
Male	268	65%	58%
Female	142	35%	42%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	171	42% ▼	62%
Black/African American	160	39% ▲	17%
Other	63	15%	13%
Asian	7	2%	1%
Multiple Races	4	1%	1%
Unknown	3	1%	6%
Am. Indian/Native Alaskan	2	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	282	69%	69%
Hisp-Puerto Rican	92	22%	12%
Hispanic-Other	28	7%	8%
Unknown	5	1%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	0%

Legend: ▮ 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	226	-10%	
Admits	4	22	-82%	▼
Discharges	6	26	-77%	▼
Service Hours	4,999	825		
Social Rehab/PHP/IOP Days	2,230	10,815	-79%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services	▬▬▬	196	99%	90%	63%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢		▢					33%
Discharges	▢	▢	▢			▢				44%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▬ Actual | | Goal | ✔ Goal Met | ● Below Goal |
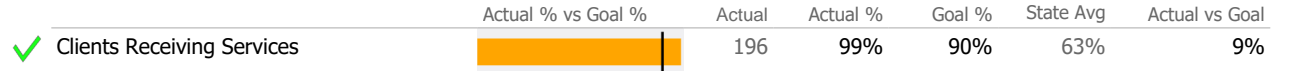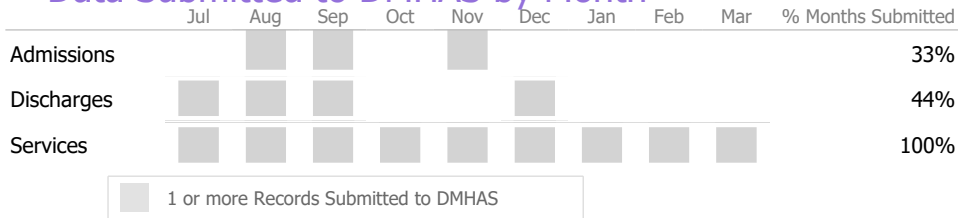
* State Avg based on 34 Active Social Rehabilitation Programs

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

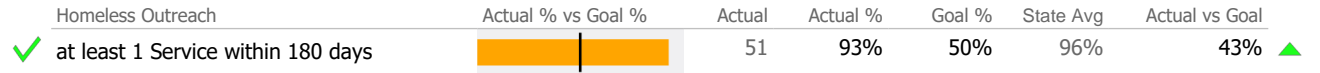Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
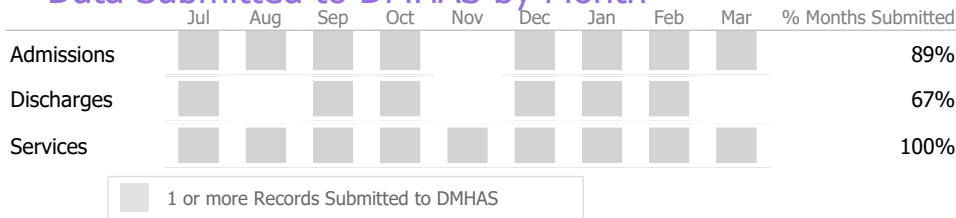Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	211	275	-23%	▼
Admits	55	75	-27%	▼
Discharges	86	98	-12%	▼
Service Hours	559	1,467	-62%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		51	93%	50%	96%	43%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪	▪	▪	89%
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 46 Active Outreach & Engagement Programs

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