

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	426	517	-18%	▼
	Admits	78	117	-33%	▼
	Discharges	106	166	-36%	▼
	Service Hours	7,662	3,779	103%	▲
	S.Rehab/PHP/IOP	3,610	10,815	-67%	▼

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	221	51.4%
	Social Rehabilitation	209	48.6%

Client Demographics

Age	#	%	State Avg
18-25	23	5%	10%
26-34	54	13%	22%
35-44	72	17%	23%
45-54	97	23%	19%
55-64	130	31%	18%
65+	48	11%	7%

Gender	#	%	State Avg
Male	279	66%	59%
Female	146	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	288	68%	68%
Hisp-Puerto Rican	98	23%	11%
Hispanic-Other	29	7%	8%
Unknown	5	1%	12%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	2	0%	0%

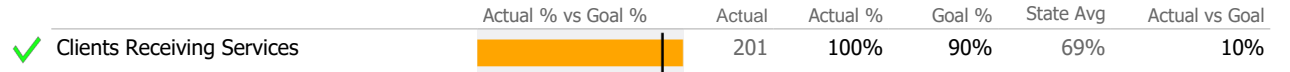
Race	#	%	State Avg
White/Caucasian	177	42%	61%
Black/African American	165	39%	17%
Other	67	16%	13%
Asian	7	2%	1%
Multiple Races	4	1%	1%
Unknown	3	1%	6%
Am. Indian/Native Alaskan	2	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%

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

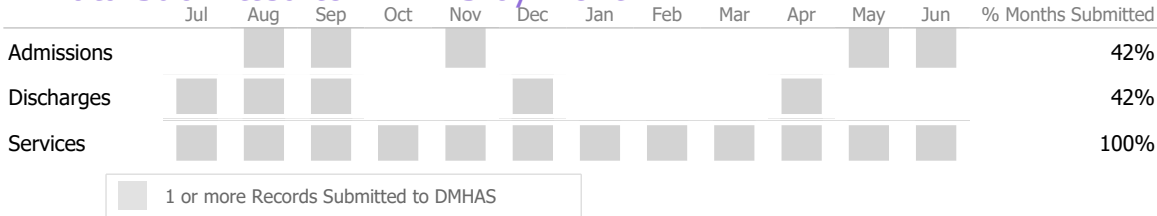
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	209	226	-8%
Admits	9	22	-59% ▼
Discharges	8	26	-69% ▼
Service Hours	6,932	2,161	
Social Rehab/PHP/IOP Days	3,610	10,815	-67% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

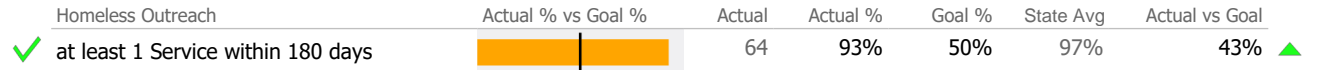
Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

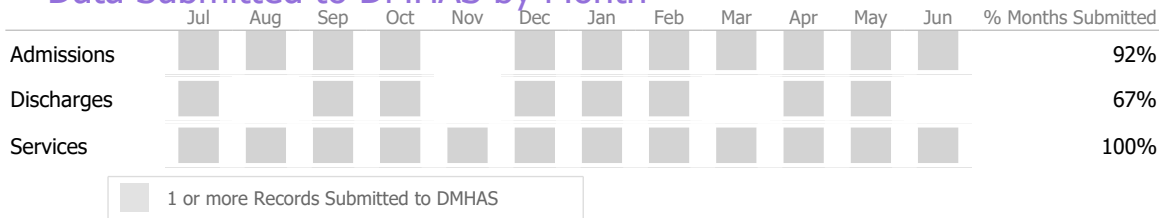
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	294	-25% ▼
Admits	69	95	-27% ▼
Discharges	98	140	-30% ▼
Service Hours	730	1,618	-55% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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.