

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	356	373	-5%
	Admits	42	21	100% ▲
	Discharges	66	50	32% ▲
	Service Hours	2,626	1,763	49% ▲
	S.Rehab/PHP/IOP	1,614	482	235% ▲

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

Consumer Satisfaction Survey

(Based on 79 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		86%	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	Social Rehabilitation	203	56.9%
	Case Management	154	43.1%

Client Demographics

Age	#	%	State Avg
18-25	13	4%	9%
26-34	53	15%	20%
35-44	62	17%	23%
45-54	69	19%	19%
55-64	105	29%	20%
65+	54	15%	9%

Gender	#	%	State Avg
Male	225	63%	58%
Female	130	37%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	244	69%	69%
Hisp-Puerto Rican	81	23% ▲	12%
Hispanic-Other	21	6%	8%
Unknown	5	1%	11%
Hispanic-Cuban	3	1%	0%
Hispanic-Mexican	2	1%	0%

Race	#	%	State Avg
White/Caucasian	161	45% ▼	63%
Black/African American	128	36% ▲	17%
Other	51	14%	13%
Asian	7	2%	1%
Multiple Races	4	1%	1%
Unknown	3	1%	5%
Am. Indian/Native Alaskan	1	0%	1%
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.

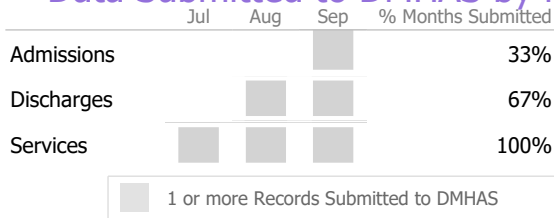
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	203	0%
Admits	2	3	-33% ▼
Discharges	3	5	-40% ▼
Service Hours	2,225	1,540	44% ▲
Social Rehab/PHP/IOP Days	1,614	482	235% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		201	100%	90%	61%	10%

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

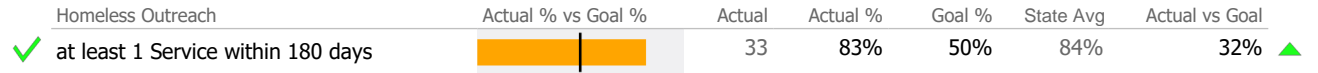
Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

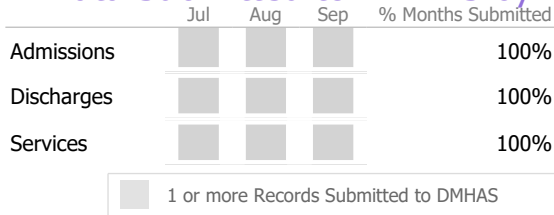
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	174	-11% ▼
Admits	40	18	122% ▲
Discharges	63	45	40% ▲
Service Hours	401	223	80% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Outreach & Engagement Programs

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