

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	409	411	0%
	Admits	96	60	60% ▲
	Discharges	141	93	52% ▲
	Service Hours	9,912	5,558	78% ▲
	S.Rehab/PHP/IOP	5,102	2,230	129% ▲

▲ > 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	206	50.2%
	Case Management	204	49.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	19	5%	10%	Male	265	65%	59%
26-34	64	16%	22%	Female	143	35%	41%
35-44	73	18%	23%	Transgender			0%
45-54	81	20%	19%				
55-64	115	28%	19%				
65+	57	14%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	273	67%	68%	White/Caucasian	169	41%	62% ▼
Hisp-Puerto Rican	95	23% ▲	11%	Black/African American	151	37%	17% ▲
Hispanic-Other	27	7%	8%	Other	71	17%	13%
Unknown	8	2%	12%	Asian	8	2%	1%
Hispanic-Cuban	4	1%	0%	Multiple Races	5	1%	1%
Hispanic-Mexican	2	0%	1%	Unknown	3	1%	6%
				Am. Indian/Native Alaskan	1	0%	0%
				Hawaiian/Other Pacific Islander	1	0%	0%

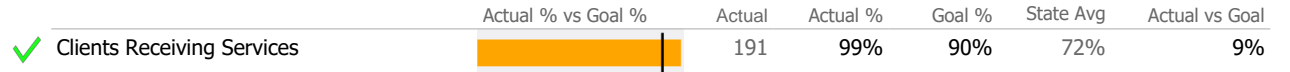
■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

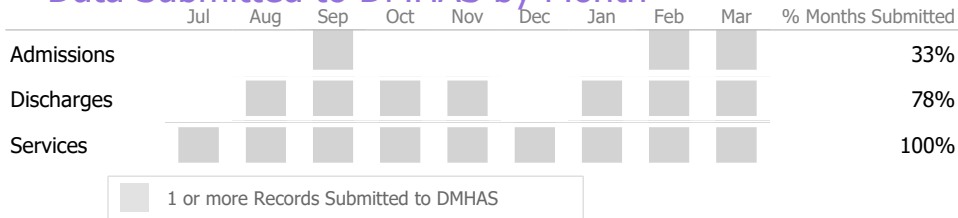
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	204	1%
Admits	5	4	25% ▲
Discharges	16	6	167% ▲
Service Hours	8,659	4,999	73% ▲
Social Rehab/PHP/IOP Days	5,102	2,230	129% ▲

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

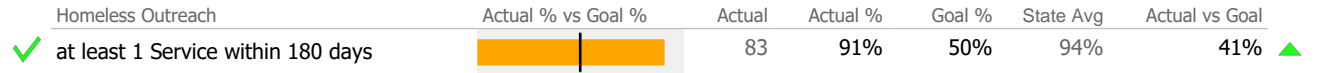
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

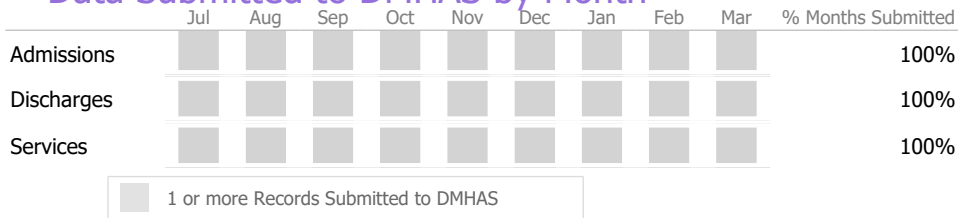
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	211	-3%
Admits	91	56	63% ▲
Discharges	125	87	44% ▲
Service Hours	1,253	559	124% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

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