

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	339	357	-5%
	Admits	42	42	0%
	Discharges	1	67	-99% ▼
	Service Hours	1,963	2,626	-25% ▼
	S.Rehab/PHP/IOP	2,097	1,614	30% ▲

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

Consumer Satisfaction Survey

(Based on 1 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%
● General Satisfaction		0%	80%	92%
● Respect		0%	80%	91%
● Access		0%	80%	88%

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	191	56.2%
	Case Management	149	43.8%

Client Demographics

Age	#	%	State Avg
18-25	19	6%	10%
26-34	50	15%	21%
35-44	63	19%	23%
45-54	66	19%	19%
55-64	96	28%	20%
65+	45	13%	8%

Gender	#	%	State Avg
Male	215	64%	58%
Female	122	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	222	65%	69%
Hisp-Puerto Rican	82	24% ▲	11%
Hispanic-Other	30	9%	8%
Unknown	4	1% ▼	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	162	48% ▼	62%
Black/African American	127	37% ▲	17%
Other	39	12%	12%
Asian	6	2%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

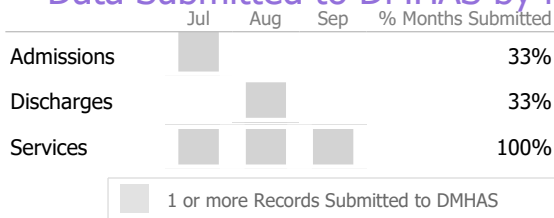
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	191	203	-6%
Admits	4	2	100% ▲
Discharges	1	3	-67% ▼
Service Hours	1,548	2,225	-30% ▼
Social Rehab/PHP/IOP Days	2,097	1,614	30% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		189	99%	90%	64%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Social Rehabilitation Programs

Variations 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 2022 - September 2022 (Data as of Dec 16, 2022)

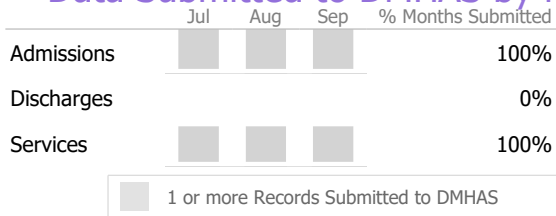
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	155	-4%
Admits	38	40	-5%
Discharges	-	64	-100% ▼
Service Hours	414	401	3%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		27	71%	50%	88%	21% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on Active Outreach & Engagement Programs

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