

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	382	383	0%
	Admits	83	68	22% ▲
	Discharges	4	77	-95% ▼
	Service Hours	3,735	6,253	-40% ▼
	S.Rehab/PHP/IOP	4,233	3,479	22% ▲

▲ > 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	196	51.2%
	Case Management	187	48.8%

Client Demographics

Age	#	%	State Avg
18-25	12	3%	9%
26-34	64	17%	20%
35-44	75	20%	24%
45-54	71	19%	18%
55-64	104	27%	20%
65+	56	15%	9%

Gender	#	%	State Avg
Male	242	64%	58%
Female	138	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	248	65%	69%
Hisp-Puerto Rican	93	24% ▲	11%
Hispanic-Other	33	9%	8%
Unknown	6	2%	11%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	182	48% ▼	62%
Black/African American	146	38% ▲	17%
Other	41	11%	13%
Asian	6	2%	1%
Multiple Races	4	1%	1%
Unknown	2	1%	6%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander			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.

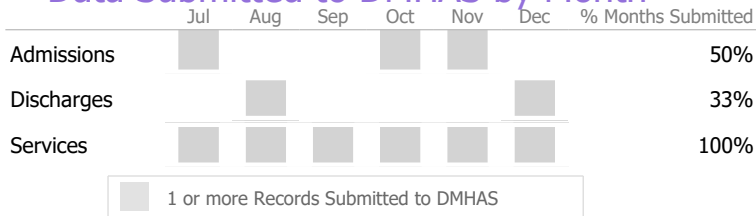
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	203	-3%
Admits	9	2	350% ▲
Discharges	3	6	-50% ▼
Service Hours	2,920	5,434	-46% ▼
Social Rehab/PHP/IOP Days	4,233	3,479	22% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		195	100%	90%	73%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

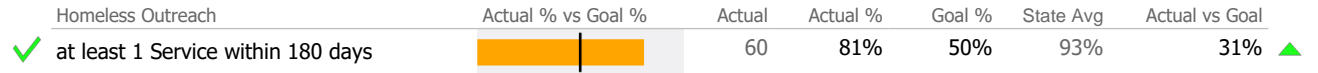
Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

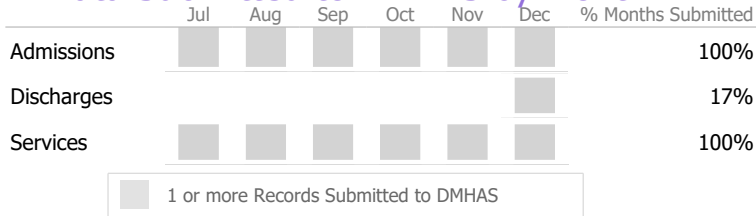
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	187	181	3%
Admits	74	66	12% ▲
Discharges	1	71	-99% ▼
Service Hours	815	819	-1%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

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