

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	593	413	44%	▲
	Admits	169	110	54%	▲
	Discharges	61	10	510%	
	Service Hours	6,166	5,282	17%	▲
	S.Rehab/PHP/IOP	7,013	6,553	7%	

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

Consumer Satisfaction Survey

(Based on 91 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		91%	80%	91%
✓ Recovery		89%	80%	79%
✓ Quality and Appropriateness		89%	80%	93%
✓ Outcome		85%	80%	83%

■ 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	392	65.8%
	Social Rehabilitation	204	34.2%

Client Demographics

Age	#	%	State Avg
18-25	25	4%	9%
26-34	91	15%	20%
35-44	137	23%	25%
45-54	114	19%	18%
55-64	154	26%	19%
65+	72	12%	10%

Gender	#	%	State Avg
Male	390	66%	59%
Female	200	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	354	60%	64%
Hisp-Puerto Rican	171	29%	▲ 10%
Hispanic-Other	58	10%	10%
Unknown	6	1%	▼ 14%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	266	45%	▼ 59%
Black/African American	213	36%	▲ 17%
Other	98	17%	12%
Asian	7	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	9%
Hawaiian/Other Pacific Islander	1	0%	0%

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

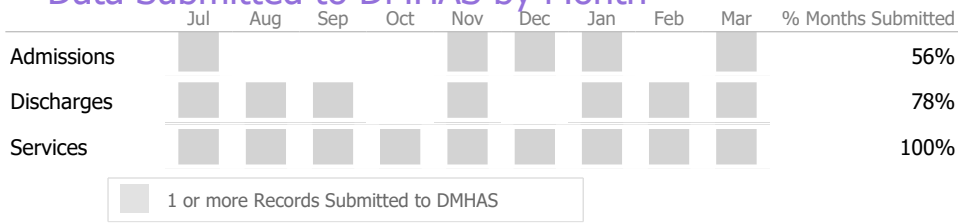
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	201	1%
Admits	14	14	0%
Discharges	16	9	78% ▲
Service Hours	5,194	4,168	25% ▲
Social Rehab/PHP/IOP Days	7,013	6,553	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		187	99%	90%	79%	9%

Data Submitted to DMHAS by Month



* 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

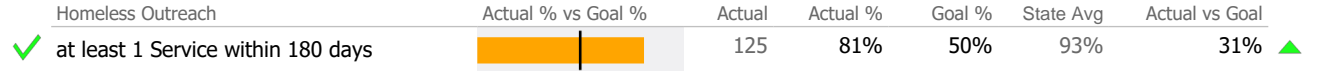
Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

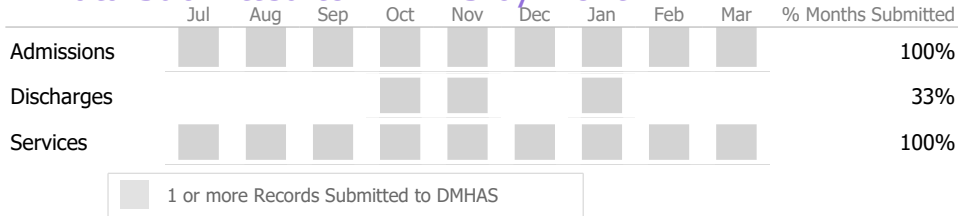
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	392	213	84% ▲
Admits	155	96	61% ▲
Discharges	45	1	4400% ▲
Service Hours	972	1,114	-13% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

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