City of Bristol
Bristol, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	114	126	-10%
	Admits	18	13	38% ▲
	Discharges	23	26	-12% ▼
	Service Hours	23	19	22% ▲

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

Consumer Satisfaction Survey

(Based on 1 FY24 Surveys)

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

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	114	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	8%
26-34	19	17%	18%
35-44	39	34%	24%
45-54	27	24%	18%
55-64	21	18%	20%
65+	7	6%	12%

Gender	#	%	State Avg
Male	76	67%	58%
Female	38	33%	42%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	100	88% ▲	64%
Hisp-Puerto Rican	12	11%	10%
Hispanic-Other	2	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	14%

Race	#	%	State Avg
White/Caucasian	91	80% ▲	59%
Black/African American	19	17%	17%
Multiple Races	3	3%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Other		▼	12%
Unknown			9%

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

SOR- HCWH - Bristol
City of Bristol
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	126	-10%	
Admits	18	13	38%	▲
Discharges	23	26	-12%	▼
Service Hours	23	19	22%	▲

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		18	100%	50%	68%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs