

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	442	483	-8%
	Admits	39	53	-26% ▼
	Discharges	10	22	-55% ▼
	Service Hours	683	838	-18% ▼
	S.Rehab/PHP/IOP	3,894	4,170	-7%

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

### Consumer Satisfaction Survey

(Based on 113 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Access		95%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Recovery		92%	80%	79%
✓ Outcome		89%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	232	52.3%
	Social Rehabilitation	212	47.7%

### Client Demographics

Age	#	%	State Avg
18-25	29	7%	9%
26-34	56	13%	22%
35-44	72	16%	21%
45-54	96	22%	20%
55-64	147	33% ▲	20%
65+	42	10%	7%

Gender	#	%	State Avg
Male	289	66%	59%
Female	152	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	297	67%	71%
Hisp-Puerto Rican	112	25% ▲	12%
Hispanic-Other	25	6%	7%
Hispanic-Mexican	3	1%	1%
Unknown	3	1%	9%
Hispanic-Cuban	2	0%	0%

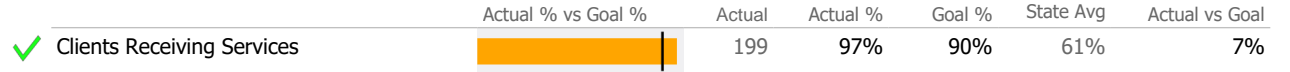
Race	#	%	State Avg
White/Caucasian	190	43% ▼	64%
Black/African American	160	36% ▲	16%
Other	80	18%	13%
Am. Indian/Native Alaskan	3	1%	1%
Asian	3	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	1	0%	5%

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










### Program Activity


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	212	216	-2%
Admits	8	5	60% ▲
Discharges	10	6	67% ▲
Social Rehab/PHP/IOP Days	3,894	4,170	-7%

### Service Utilization



### Data Submitted to DMHAS by 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 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

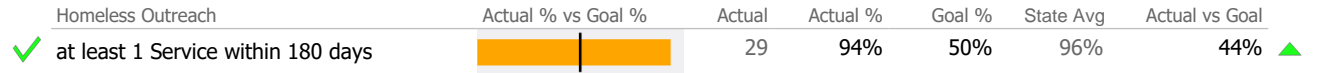
Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

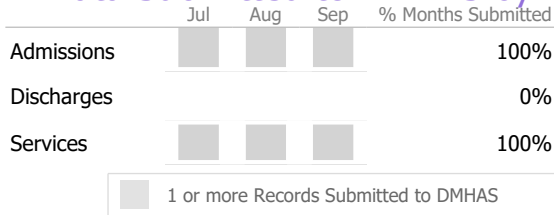
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	232	273	-15% ▼
Admits	31	48	-35% ▼
Discharges	-	16	-100% ▼
Service Hours	479	528	-9%

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs