

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	474	549	-14% ▼
	Admits	72	119	-39% ▼
	Discharges	99	108	-8%
	Service Hours	1,408	1,516	-7%
	S.Rehab/PHP/IOP	7,622	8,044	-5%

▲ > 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	#	%
Mental Health	Case Management	257	53.9%
	Social Rehabilitation	220	46.1%

Client Demographics

Age	#	%	State Avg
18-25	33	7%	10%
26-34	62	13%	23%
35-44	79	17%	22%
45-54	102	22%	20%
55-64	155	33% ▲	19%
65+	43	9%	7%

Gender	#	%	State Avg
Male	310	66%	60%
Female	163	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	317	67%	70%
Hisp-Puerto Rican	118	25% ▲	12%
Hispanic-Other	30	6%	8%
Unknown	4	1%	9%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	2	0%	0%

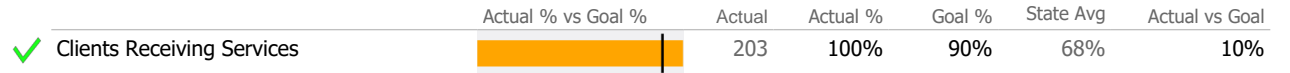
Race	#	%	State Avg
White/Caucasian	199	42% ▼	63%
Black/African American	175	37% ▲	17%
Other	86	18%	13%
Asian	4	1%	1%
Am. Indian/Native Alaskan	3	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	2	0%	5%

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

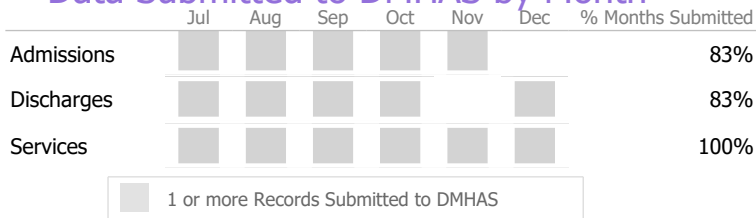
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	220	224	-2%
Admits	16	13	23% ▲
Discharges	24	14	71% ▲
Social Rehab/PHP/IOP Days	7,622	8,044	-5%

Service Utilization



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

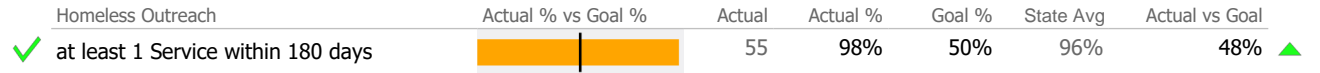
Program Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

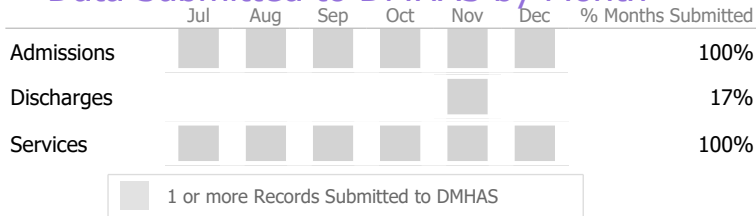
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	257	331	-22% ▼
Admits	56	106	-47% ▼
Discharges	75	94	-20% ▼
Service Hours	989	1,004	-1%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs