

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	497	596	-17% ▼
	Admits	96	166	-42% ▼
	Discharges	124	160	-23% ▼
	Service Hours	2,292	2,158	6%
	S.Rehab/PHP/IOP	10,815	11,673	-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	#	%
Mental Health	Case Management	274	54.8%
	Social Rehabilitation	226	45.2%

Client Demographics

Age	#	%	State Avg
18-25	35	7%	11%
26-34	65	13%	23%
35-44	85	17%	22%
45-54	107	22%	20%
55-64	161	32% ▲	18%
65+	44	9%	6%

Gender	#	%	State Avg
Male	325	66%	60%
Female	171	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	331	67%	70%
Hisp-Puerto Rican	124	25% ▲	12%
Hispanic-Other	33	7%	8%
Unknown	4	1%	10%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	2	0%	0%

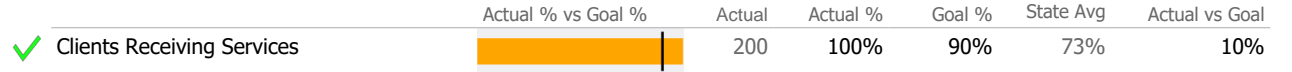
Race	#	%	State Avg
White/Caucasian	206	41% ▼	62%
Black/African American	185	37% ▲	17%
Other	92	19%	13%
Asian	4	1%	1%
Am. Indian/Native Alaskan	3	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	2	0%	5%

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

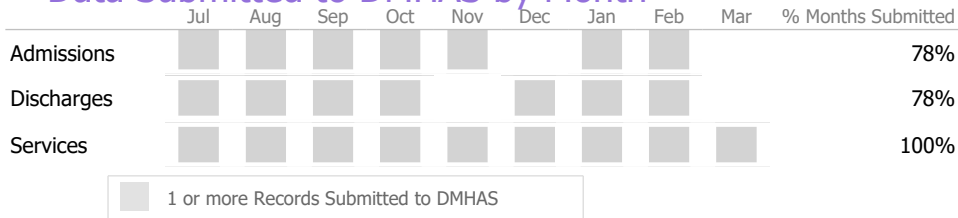
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	226	229	-1%
Admits	22	18	22% ▲
Discharges	26	23	13% ▲
Social Rehab/PHP/IOP Days	10,815	11,673	-7%

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

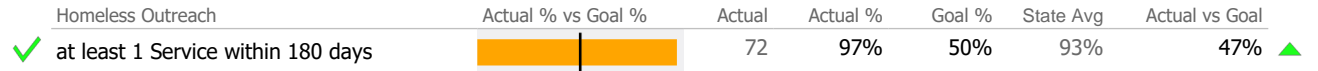
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

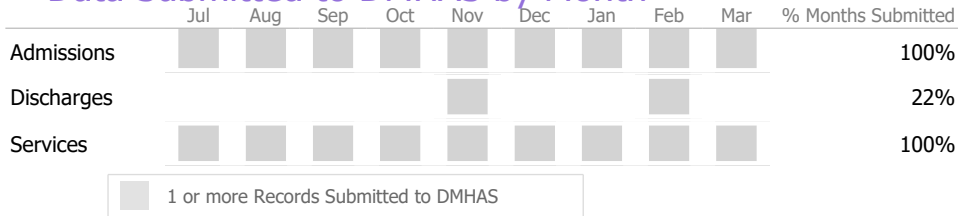
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	274	373	-27% ▼
Admits	74	148	-50% ▼
Discharges	98	137	-28% ▼
Service Hours	1,467	1,450	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