Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	517	632	-18%	▼
	Admits	117	210	-44%	▼
	Discharges	165	241	-32%	▼
	Service Hours	3,779	2,818	34%	▲
	S.Rehab/PHP/IOP	10,815	15,497	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		294	56.5%
	Social Rehabilitation		226	43.5%

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

Client Demographics

Age

		#	%	State Avg
18-25		36	7%	11%
26-34		67	13%	23%
35-44		91	18%	22%
45-54		113	22%	20%
55-64		165	32% ▲	18%
65+		45	9%	6%

Gender

		#	%	State Avg
Male		343	66%	60%
Female		173	34%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		336	65%	69%
Hisp-Puerto Rican		135	26% ▲	11%
Hispanic-Other		34	7%	8%
Unknown		6	1%	11%
Hispanic-Mexican		4	1%	1%
Hispanic-Cuban		2	0%	0%

Race

		#	%	State Avg
White/Caucasian		208	40% ▼	62%
Black/African American		189	37% ▲	17%
Other		105	20%	13%
Asian		4	1%	1%
Am. Indian/Native Alaskan		3	1%	1%
Multiple Races		3	1%	1%
Unknown		3	1%	6%
Hawaiian/Other Pacific Islander		2	0%	0%

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

880 Fairfield Ave. Soc Re 280
Bridge House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	226	236	-4%	
Admits	22	25	-12%	▼
Discharges	26	32	-19%	▼
Social Rehab/PHP/IOP Days	10,815	15,497	-30%	▼

Service Utilization
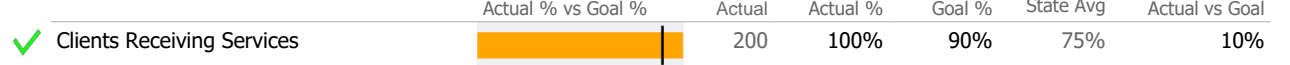
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		200	100%	90%	75%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢					58%
Discharges	▢	▢	▢	▢		▢	▢	▢					58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
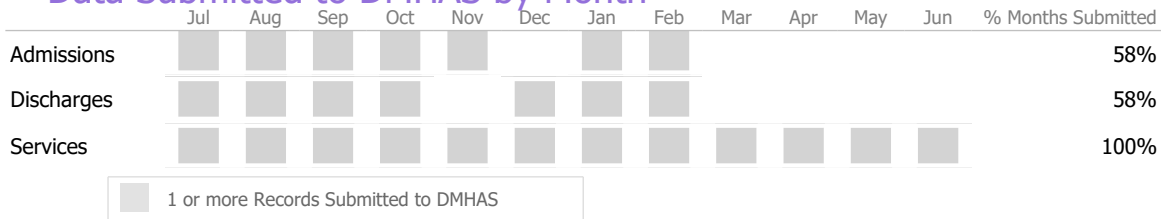
▲ > 10% Over   ▼ < 10% Under

▇ 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

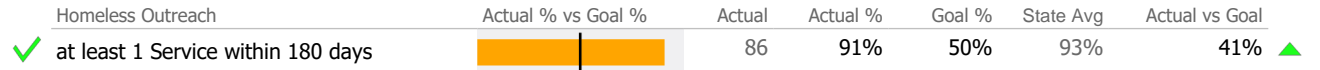Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
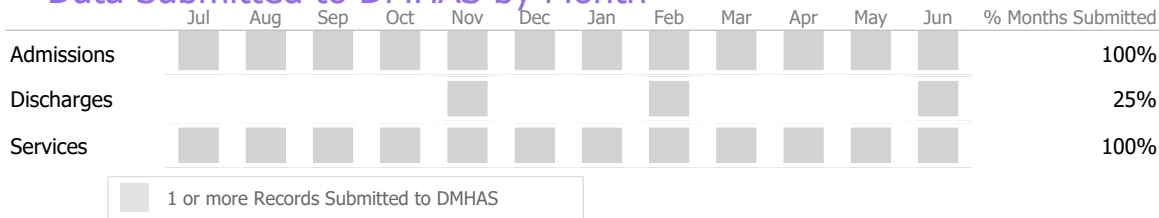Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	294	402	-27%	▼
Admits	95	185	-49%	▼
Discharges	139	209	-33%	▼
Service Hours	1,618	1,839	-12%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		86	91%	50%	93%	41%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges					▢			▢				▢	25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs