

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	381	384	-1%
	Admits	68	32	113% ▲
	Discharges	78	54	44% ▲
	Service Hours	6,253	3,418	83% ▲
	S.Rehab/PHP/IOP	3,479	1,355	157% ▲

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

### Consumer Satisfaction Survey

(Based on 79 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		86%	80%	79%

■ 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>	Social Rehabilitation	203	53.1%
	Case Management	179	46.9%

### Client Demographics

Age	#	%	State Avg
18-25	15	4%	9%
26-34	58	15%	21%
35-44	70	18%	23%
45-54	73	19%	19%
55-64	111	29%	19%
65+	54	14%	9%

Gender	#	%	State Avg
Male	242	64%	59%
Female	138	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	259	68%	68%
Hisp-Puerto Rican	88	23% ▲	11%
Hispanic-Other	22	6%	8%
Unknown	6	2%	11%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	2	1%	1%

Race	#	%	State Avg
White/Caucasian	165	43% ▼	62%
Black/African American	139	36% ▲	17%
Other	60	16%	13%
Asian	7	2%	1%
Multiple Races	5	1%	1%
Unknown	3	1%	6%
Am. Indian/Native Alaskan	1	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%

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

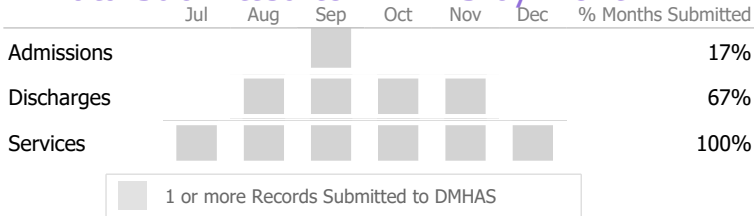
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	204	0%
Admits	2	4	-50% ▼
Discharges	6	6	0%
Service Hours	5,434	3,075	77% ▲
Social Rehab/PHP/IOP Days	3,479	1,355	157% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		197	100%	90%	70%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

# Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

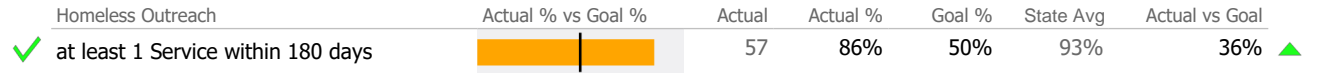
Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

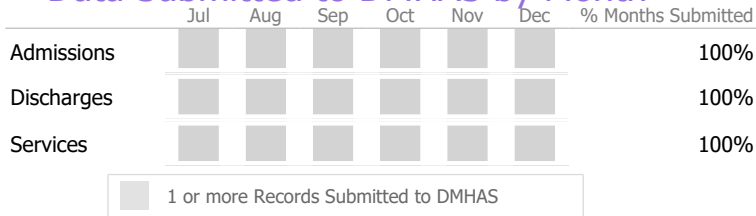
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	184	-3%
Admits	66	28	136% ▲
Discharges	72	48	50% ▲
Service Hours	819	343	139% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.