

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	489	345	42%	▲
	Admits	61	42	45%	▲
	Discharges	5	1	400%	
	Service Hours	2,164	1,963	10%	
	S.Rehab/PHP/IOP	2,446	2,097	17%	▲

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

### Consumer Satisfaction Survey

(Based on 91 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		91%	80%	91%
✓ Recovery		89%	80%	79%
✓ Quality and Appropriateness		89%	80%	93%
✓ Outcome		85%	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	296	60.4%
	Social Rehabilitation	194	39.6%

### Client Demographics

Age	#	%	State Avg
18-25	18	4%	8%
26-34	77	16%	18%
35-44	101	21%	24%
45-54	96	20%	19%
55-64	128	26%	20%
65+	69	14%	11%

Gender	#	%	State Avg
Male	311	64%	58%
Female	175	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	306	63%	66%
Hisp-Puerto Rican	124	25%	▲ 11%
Hispanic-Other	50	10%	10%
Unknown	6	1%	▼ 13%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	238	49%	▼ 60%
Black/African American	182	37%	▲ 17%
Other	54	11%	12%
Asian	6	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	8%
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	194	191	2%
Admits	3	4	-25% ▼
Discharges	5	1	400% ▲
Service Hours	1,793	1,548	16% ▲
Social Rehab/PHP/IOP Days	2,446	2,097	17% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		190	100%	90%	67%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* 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 2023 - September 2023 (Data as of Dec 26, 2023)

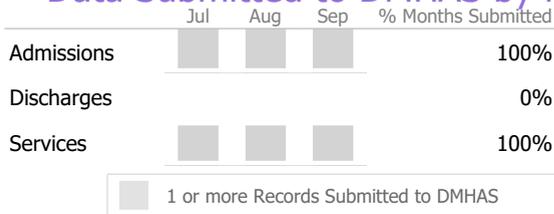
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	296	155	91% ▲
Admits	58	38	53% ▲
Discharges	-	-	
Service Hours	371	414	-10%

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		39	67%	50%	89%	17% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

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