**Bridge House**
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 637 | 655 | -3% | |
| | Admits | 133 | 114 | 17% | ▲ |
| | Discharges | 117 | 249 | -53% | ▼ |
| | Service Hours | 1,427 | 709 | 101% | ▲ |
| | S.Rehab/PHP/IOP | 9,440 | 10,211 | -8% | |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 402 | 61.9% |
| | Social Rehabilitation | | 237 | 36.5% |
| | Residential Services | | 10 | 1.5% |

## Consumer Satisfaction Survey   (Based on 124 FY16 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | Overall | | 97% | 80% | 91% |
| ✔ | Quality and Appropriateness | | 97% | 80% | 93% |
| ✔ | Access | | 95% | 80% | 88% |
| ✔ | Respect | | 95% | 80% | 91% |
| ✔ | Participation in Treatment | | 94% | 80% | 92% |
| ✔ | General Satisfaction | | 93% | 80% | 92% |
| ✔ | Outcome | | 84% | 80% | 83% |
| ✔ | Recovery | | 83% | 80% | 79% |

Legend: ▬ Satisfied %   | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   ● Under Goal

## Client Demographics

### Age

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 52 | 8% | 13% |
| 26-34 | | 97 | 15% | 23% |
| 35-44 | | 111 | 17% | 19% |
| 45-54 | | 186 | 29% | 22% |
| 55-64 | | 148 | 23% | 17% |
| 65+ | | 43 | 7% | 5% |

### Gender

| Gender | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 410 | 64% | 59% |
| Female | | 227 | 36% | 41% |
| Transgender | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 475 | 75% | 74% |
| Hisp-Puerto Rican | | 118 | 19% | 12% |
| Hispanic-Other | | 34 | 5% | 7% |
| Unknown | | 6 | 1% | 6% |
| Hispanic-Cuban | | 3 | 0% | 0% |
| Hispanic-Mexican | | 1 | 0% | 1% |

### Race

| Race | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 281 | 44% ▼ | 65% |
| Black/African American | | 258 | 41% ▲ | 16% |
| Other | | 75 | 12% | 13% |
| Am. Indian/Native Alaskan | | 7 | 1% | 1% |
| Unknown | | 7 | 1% | 3% |
| Asian | | 6 | 1% | 1% |
| Multiple Races | | 3 | 0% | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

Legend: ▬ 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 2016 - December 2016  (Data as of Mar 21, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 237 | 254 | -7% | |
| Admits | 27 | 24 | 13% | ▲ |
| Discharges | 15 | 31 | -52% | ▼ |
| Service Hours | 308 | - | | |
| Social Rehab/PHP/IOP Days | 9,440 | 10,211 | -8% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | [bar] | 224 | 100% | 90% | 66% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |
| Discharges | ▪ | | ▪ | ▪ | ▪ | ▪ | 83% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

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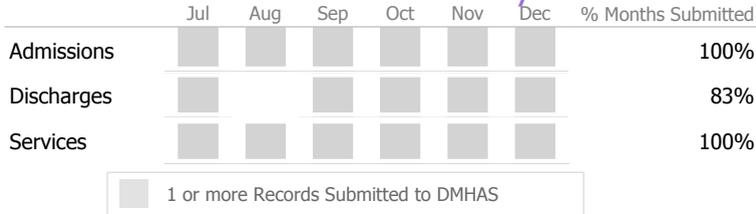
▲ > 10% Over          ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

**Outreach and Engagement Program**
Bridge House
Mental Health - Case Management - Outreach & Engagement

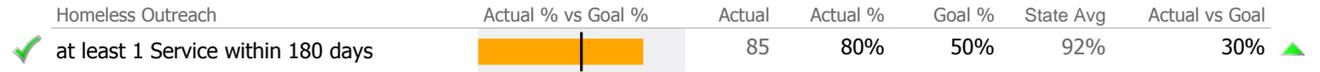Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
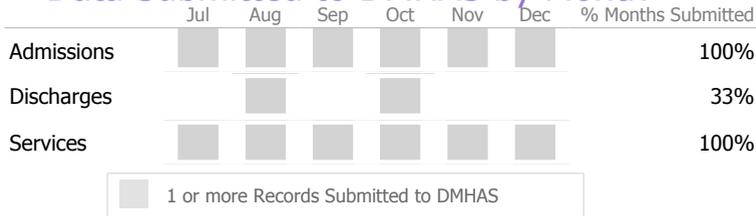Reporting Period: July 2016 - December 2016  (Data as of Mar 21, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 402 | 403 | 0% | |
| Admits | 106 | 90 | 18% | ▲ |
| Discharges | 102 | 218 | -53% | ▼ |
| Service Hours | 1,119 | 709 | 58% | ▲ |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ at least 1 Service within 180 days | | 85 | 80% | 50% | 92% | 30% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | | ▢ | | ▢ | | | 33% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    │ Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs