Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	587	638	-8%	
	Admits	89	133	-33%	▼
	Discharges	163	117	39%	▲
	Service Hours	1,789	1,427	25%	▲
	S.Rehab/PHP/IOP	8,973	9,440	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		355	60.1%
	Social Rehabilitation		236	39.9%

Consumer Satisfaction Survey   (Based on 102 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		98%	80%	91%
✓	General Satisfaction		95%	80%	92%
✓	Quality and Appropriateness		94%	80%	93%
✓	Access		93%	80%	88%
✓	Respect		92%	80%	91%
✓	Participation in Treatment		91%	80%	92%
✓	Outcome		86%	80%	83%
✓	Recovery		86%	80%	79%

Satisfied %		Goal %		0-80%		80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		40	7%	12%
26-34		85	14%	23%
35-44		101	17%	20%
45-54		165	28%	22%
55-64		152	26%	18%
65+		44	7%	6%

Gender

Gender		#	%	State Avg
Male		392	67%	59%
Female		195	33%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		412	70%	74%
Hisp-Puerto Rican		134	23%	13%
Hispanic-Other		33	6%	7%
Hispanic-Cuban		4	1%	0%
Hispanic-Mexican		2	0%	1%
Unknown		2	0%	6%

Race

Race		#	%		State Avg
White/Caucasian		256	44%	▼	65%
Black/African American		211	36%	▲	16%
Other		103	18%		13%
Am. Indian/Native Alaskan		5	1%		1%
Asian		3	1%		1%
Multiple Races		3	1%		1%
Hawaiian/Other Pacific Islander		3	1%		0%
Unknown		3	1%		3%

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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	236	237	0%	
Admits	20	27	-26%	▼
Discharges	11	15	-27%	▼
Service Hours	711	308	131%	▲
Social Rehab/PHP/IOP Days	8,973	9,440	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		226	100%	90%	72%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal
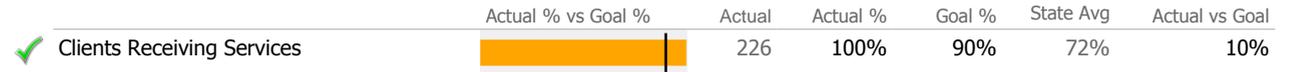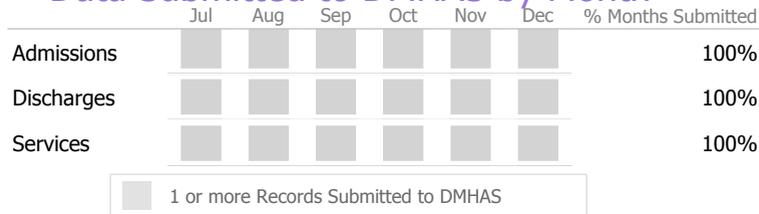
* State Avg based on 36 Active Social Rehabilitation Programs

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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	355	406	-13%	▼
Admits	69	106	-35%	▼
Discharges	152	102	49%	▲
Service Hours	1,079	1,119	-4%	

Service Engagement
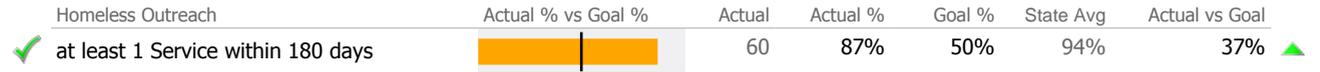
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		60	87%	50%	94%	37%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪			▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	100%

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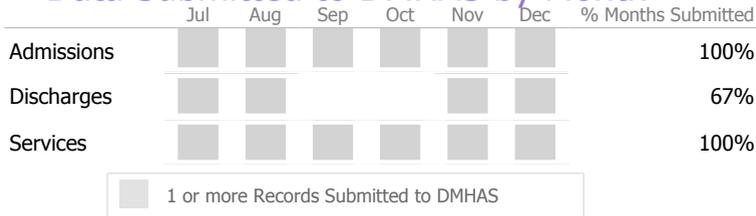
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs