

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	720	753	-4%
	Admits	231	252	-8%
	Discharges	315	261	21% ▲
	Service Hours	3,317	3,110	7%
	S.Rehab/PHP/IOP	16,942	18,273	-7%

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

### 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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	473	65.1%
	Social Rehabilitation	254	34.9%

### Client Demographics

Age	#	%	State Avg
18-25	59	8%	13%
26-34	108	15%	24%
35-44	123	17%	20%
45-54	200	28%	21%
55-64	183	25%	16%
65+	47	7%	5%

Gender	#	%	State Avg
Male	486	68%	60%
Female	234	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	489	68%	72%
Hisp-Puerto Rican	182	25% ▲	12%
Hispanic-Other	38	5%	7%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	4	1%	1%
Unknown	3	0%	7%

Race	#	%	State Avg
White/Caucasian	289	40% ▼	64%
Black/African American	259	36% ▲	17%
Other	154	21%	13%
Am. Indian/Native Alaskan	5	1%	1%
Unknown	4	1%	4%
Asian	3	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

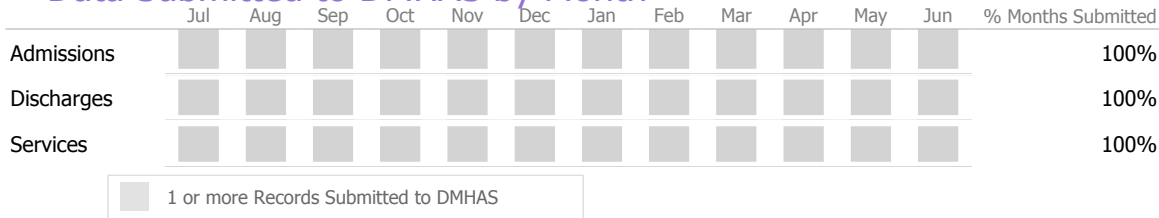
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	255	0%
Admits	38	46	-17% ▼
Discharges	44	40	10%
Service Hours	1,314	896	47% ▲
Social Rehab/PHP/IOP Days	16,942	18,273	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		213	100%	90%	79%	10%

### Data Submitted to DMHAS by Month



\* 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

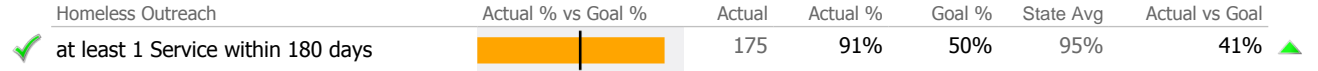
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

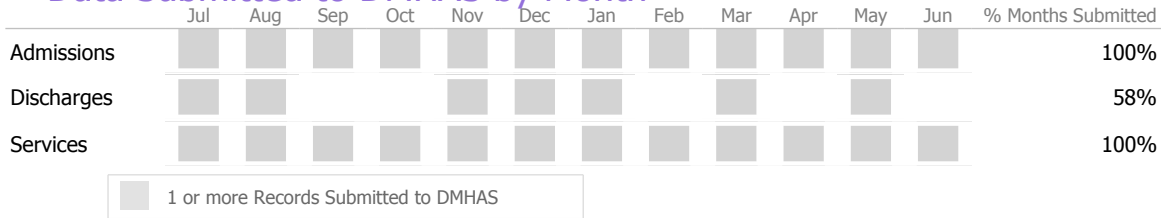
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	473	505	-6%
Admits	193	206	-6%
Discharges	271	221	23% ▲
Service Hours	2,003	2,213	-9%

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs