Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	476	541	-12%	▼
	Admits	53	39	36%	▲
	Discharges	22	57	-61%	▼
	Service Hours	838	860	-3%	
	S.Rehab/PHP/IOP	4,170	4,752	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		267	55.4%
	Social Rehabilitation		215	44.6%

Consumer Satisfaction Survey   (Based on 113 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Access		94%	80%	88%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		34	7%	10%
26-34		66	14%	22%
35-44		75	16%	20%
45-54		113	24%	21%
55-64	▲	149	31%	19%
65+		39	8%	7%

Gender

Gender		#	%	State Avg
Male		319	67%	58%
Female		157	33%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		328	69%	71%
Hisp-Puerto Rican	▲	119	25%	13%
Hispanic-Other		22	5%	7%
Hispanic-Mexican		3	1%	1%
Unknown		3	1%	8%
Hispanic-Cuban		1	0%	0%

Race

Race		#	%	State Avg
White/Caucasian	▼	195	41%	63%
Black/African American	▲	174	37%	16%
Other		101	21%	13%
Am. Indian/Native Alaskan		3	1%	1%
Asian		2	0%	1%
Unknown		1	0%	5%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	215	229	-6%	
Admits	5	13	-62%	▼
Discharges	6	6	0%	
Service Hours	310	325	-5%	
Social Rehab/PHP/IOP Days	4,170	4,752	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		208	98%	90%	65%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	267	316	-16%	▼
Admits	48	26	85%	▲
Discharges	16	51	-69%	▼
Service Hours	528	535	-1%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days	▮▮▮	45	94%	50%	93%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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