Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
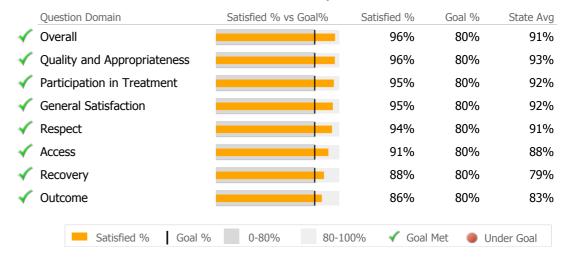Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	709	707	0%	
	Admits	176	276	-36%	▼
	Discharges	265	201	32%	▲
	Service Hours	1,137	1,264	-10%	
	S.Rehab/PHP/IOP	14,966	14,590	3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		451	62.5%
	Social Rehabilitation		261	36.1%
	Residential Services		10	1.4%

Consumer Satisfaction Survey   (Based on 112 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		96%	80%	91%
✔	Quality and Appropriateness		96%	80%	93%
✔	Participation in Treatment		95%	80%	92%
✔	General Satisfaction		95%	80%	92%
✔	Respect		94%	80%	91%
✔	Access		91%	80%	88%
✔	Recovery		88%	80%	79%
✔	Outcome		86%	80%	83%

■ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   ● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		70	10%	15%
26-34		111	16%	24%
35-44		119	17%	19%
45-54		200	28%	23%
55-64		170	24%	15%
65+		39	6%	5%

Gender

Gender		#	%	State Avg
Male		440	62%	60%
Female		269	38%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		544	77%	75%
Hisp-Puerto Rican		118	17%	12%
Hispanic-Other		37	5%	7%
Unknown		6	1%	5%
Hispanic-Cuban		3	0%	0%
Hispanic-Mexican		1	0%	1%

Race

Race		#	%	State Avg	
White/Caucasian		342	48%	▼	65%
Black/African American		303	43%	▲	17%
Other		45	6%		13%
Asian		6	1%		1%
Unknown		6	1%		3%
Am. Indian/Native Alaskan		5	1%		0%
Multiple Races		2	0%		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
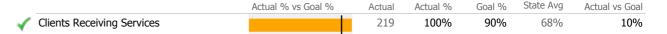Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	261	285	-8%	
Admits	32	48	-33%	▼
Discharges	47	44	7%	
Service Hours	-	17	-100%	▼
Social Rehab/PHP/IOP Days	14,966	14,590	3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		219	100%	90%	68%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	89%
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 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 2015 - March 2016 (Data as of Jun 15, 2016)
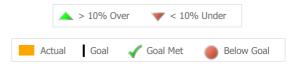
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	451	428	5%	
Admits	144	228	-37%	▼
Discharges	218	157	39%	▲
Service Hours	1,137	1,246	-9%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		134	93%	50%	82%	43%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 38 Active Outreach & Engagement Programs