Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	594	671	-11%	▼
	Admits	164	170	-4%	
	Discharges	162	271	-40%	▼
	Service Hours	2,158	2,620	-18%	▼
	S.Rehab/PHP/IOP	11,673	12,641	-8%	

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

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		371	61.8%
	Social Rehabilitation		229	38.2%

Client Demographics

Age

		#	%	State Avg
18-25		49	8%	12%
26-34		88	15%	24%
35-44		94	16%	21%
45-54		142	24%	20%
55-64		175	29% ▲	17%
65+		46	8%	6%

Gender

		#	%	State Avg
Male		397	67%	60%
Female		196	33%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		403	68%	71%
Hisp-Puerto Rican		151	25% ▲	13%
Hispanic-Other		29	5%	7%
Unknown		5	1%	9%
Hispanic-Mexican		4	1%	1%
Hispanic-Cuban		2	0%	0%

Race

		#	%	State Avg
White/Caucasian		223	38% ▼	63%
Black/African American		221	37% ▲	16%
Other		136	23%	14%
Am. Indian/Native Alaskan		4	1%	1%
Asian		4	1%	1%
Multiple Races		2	0%	1%
Hawaiian/Other Pacific Islander		2	0%	0%
Unknown		2	0%	5%

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 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	229	242	-5%	
Admits	18	26	-31%	▼
Discharges	23	28	-18%	▼
Service Hours	708	1,021	-31%	▼
Social Rehab/PHP/IOP Days	11,673	12,641	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		208	100%	90%	73%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪	▪	▪		▪	▪	▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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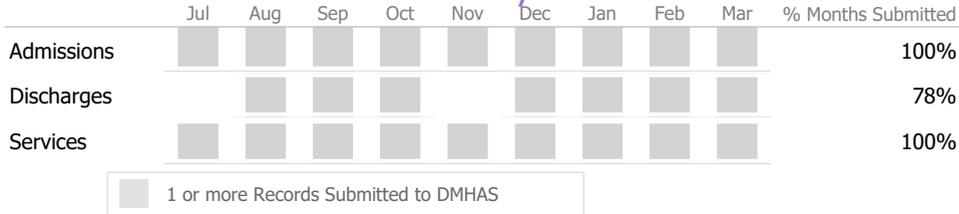
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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

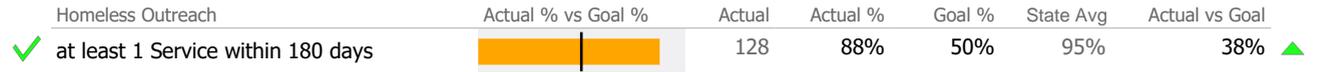Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
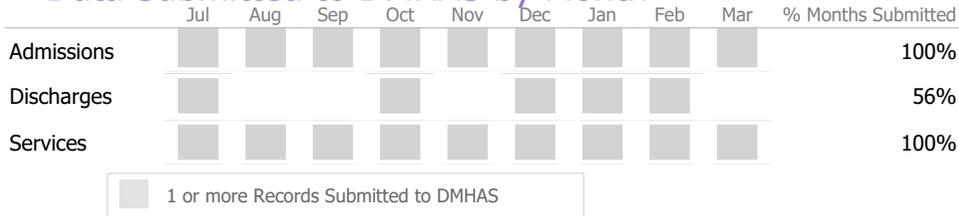Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	371	433	-14%	▼
Admits	146	144	1%	
Discharges	139	243	-43%	▼
Service Hours	1,450	1,599	-9%	

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		128	88%	50%	95%	38%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■			■		■	■	■		56%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs