Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	752	763	-1%
	Admits	252	239	5%
	Discharges	263	275	-4%
	Service Hours	3,110	1,637	90% ▲
	S.Rehab/PHP/IOP	18,273	19,737	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	504	66.4%
	Social Rehabilitation	255	33.6%

Consumer Satisfaction Survey   (Based on 124 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		97%	80%	91%
✔	Quality and Appropriateness		97%	80%	93%
✔	Access		95%	80%	88%
✔	Respect		95%	80%	91%
✔	Participation in Treatment		94%	80%	92%
✔	General Satisfaction		93%	80%	92%
✔	Outcome		84%	80%	83%
✔	Recovery		83%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	66	9%	14%
26-34	117	16%	24%
35-44	137	18%	20%
45-54	220	29%	22%
55-64	167	22%	16%
65+	45	6%	5%

Gender

	#	%	State Avg
Male	490	65%	60%
Female	262	35%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	549	73%	74%
Hisp-Puerto Rican	150	20%	13%
Hispanic-Other	42	6%	7%
Unknown	5	1%	6%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	2	0%	1%

Race

	#	%	State Avg
White/Caucasian	322	43% ▼	65%
Black/African American	302	40% ▲	16%
Other	102	14%	13%
Am. Indian/Native Alaskan	7	1%	1%
Asian	7	1%	1%
Unknown	7	1%	3%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg
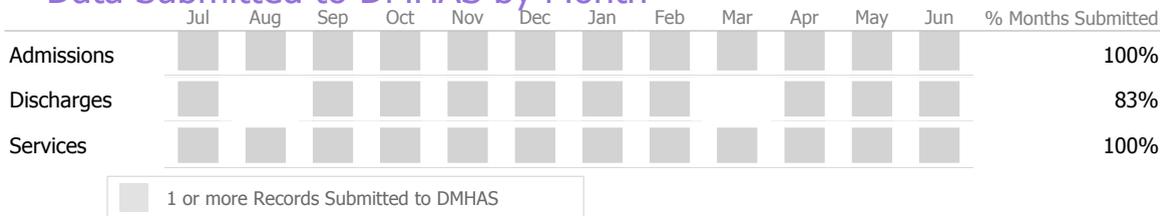
880 Fairfield Ave. Soc Re 280
Bridge House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	265	-4%	
Admits	46	37	24%	▲
Discharges	40	57	-30%	▼
Service Hours	896	-		
Social Rehab/PHP/IOP Days	18,273	19,737	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		217	100%	90%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢	▢	▢		▢	▢		▢	83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 35 Active Social Rehabilitation Programs

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

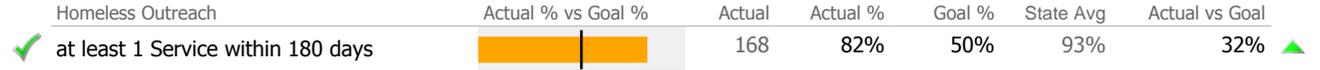Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
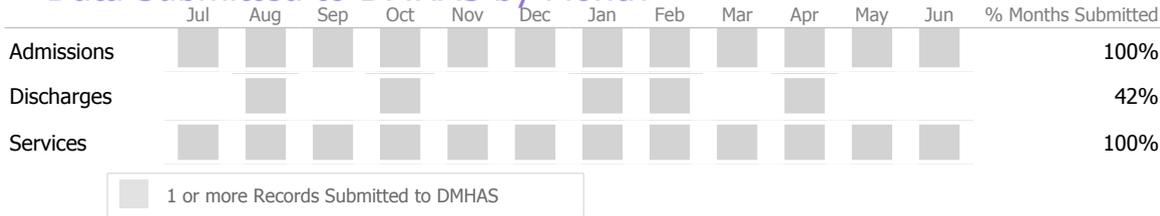Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	504	507	-1%	
Admits	206	202	2%	
Discharges	223	218	2%	
Service Hours	2,213	1,637	35%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		168	82%	50%	93%	32%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪		▪			▪	▪		▪			42%
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