#### **Bridge House**

Bridgeport, CT

#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

80%

80%

80%

Under Goal

91%

85%

84%

🖌 Goal Met

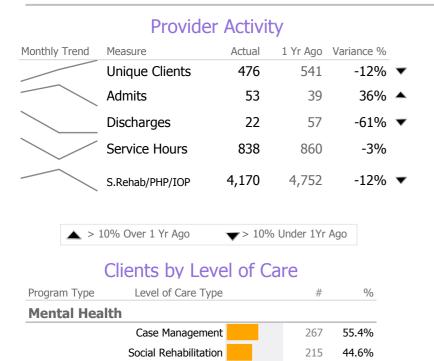
92%

83%

79%

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

80-100%



#### **Consumer Satisfaction Survey** (Based on 113 FY18 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg General Satisfaction 92% 96% 80% Overall 96% 80% 91% Quality and Appropriateness 80% 96% 93% Access 94% 80% 88% Respect 93% 80% 91%

 $\checkmark$ 

Participation in Treatment

Satisfied %

Outcome

Recovery

#### **Client Demographics**

0-80%

Goal %

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	34	7%	10%	Male 🗾	319	67%	58%
26-34 <mark>-</mark>	66	14%	22%	Female 📒	157	33%	41%
35-44 📕	75	16%	20%	Transgender			0%
45-54	113	24%	21%				
55-64	149	31%	🔺 19%				
65+	39	8%	7%	Race	#	%	State Avg
				White/Caucasian 📒	195	41%	▼ 63%
Ethnicity	#	%	State Avg	Black/African American	174	37%	<b>▲</b> 16%
Non-Hispanic	328	69%	71%	Other 📕	101	21%	13%
Hisp-Puerto Rican	119	25%	<b>▲</b> 13%	Am. Indian/Native Alaskan	3	1%	1%
Hispanic-Other	22	5%	7%	Asian	2	0%	1%
Hispanic-Mexican	3	1%	1%	Unknown	1	0%	5%
Unknown	3	1%	8%	Multiple Races			1%
I				Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban	1	0%	0%				
L	Jnique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder St	ate Avg

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

## **Program Activity**

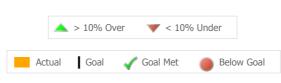
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	215	229	-6%	
Admits	5	13	-62% 🔻	,
Discharges	6	6	0%	
Service Hours	310	325	-5%	
Social Rehab/PHP/IOP Days	4,170	4,752	-12% 🔻	,

#### Service Utilization



### Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admissions					100%
Discharges					67%
Services					100%
	1 or more Records Submitted to DMHAS				

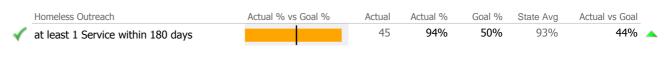


\* State Avg based on 36 Active Social Rehabilitation Programs

# **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



# Data Submitted to DMHAS by Month Jul Aug Sep % Months Submitted Admissions 100%





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