Bridge House
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	630	725	-13%	▼
	Admits	207	231	-10%	
	Discharges	242	305	-21%	▼
	Service Hours	2,818	3,317	-15%	▼
	S.Rehab/PHP/IOP	15,497	16,942	-9%	

▲ > 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		400	62.9%
	Social Rehabilitation		236	37.1%

Client Demographics

Age

		#	%	State Avg
18-25		52	8%	12%
26-34		94	15%	24%
35-44		103	16%	21%
45-54		151	24%	20%
55-64		182	29% ▲	17%
65+		48	8%	6%

Gender

		#	%	State Avg
Male		420	67%	60%
Female		208	33%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		420	67%	70%
Hisp-Puerto Rican		168	27% ▲	12%
Hispanic-Other		31	5%	7%
Unknown		5	1%	10%
Hispanic-Mexican		4	1%	1%
Hispanic-Cuban		2	0%	0%

Race

		#	%	State Avg
White/Caucasian		234	37% ▼	63%
Black/African American		230	37% ▲	17%
Other		152	24% ▲	13%
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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	236	254	-7%	
Admits	25	38	-34%	▼
Discharges	32	43	-26%	▼
Service Hours	979	1,314	-25%	▼
Social Rehab/PHP/IOP Days	15,497	16,942	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		209	100%	90%	76%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪	▪	▪		▪	▪	▪	▪	▪		▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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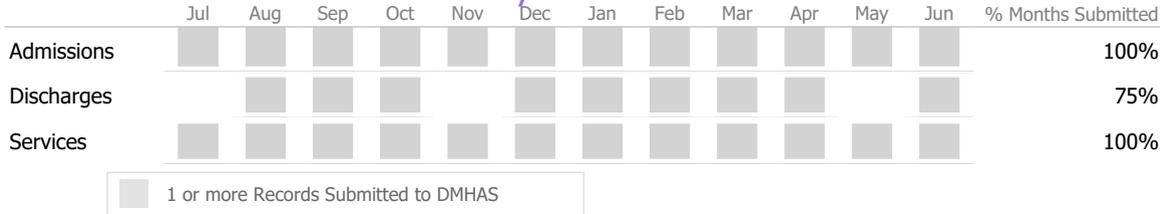
▲ > 10% Over	▼ < 10% Under

▪ 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

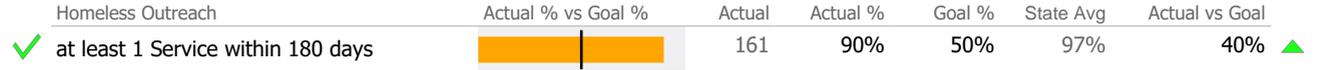Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
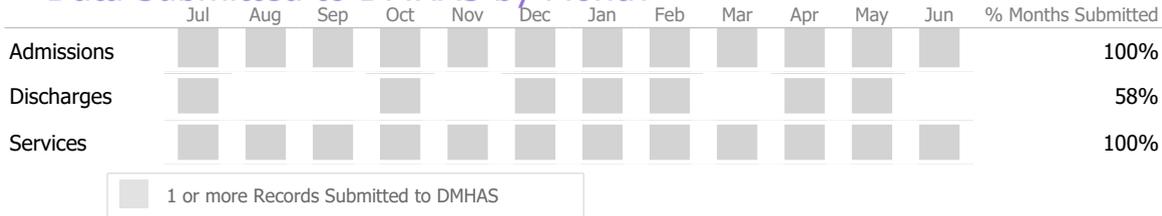Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	400	478	-16%	▼
Admits	182	193	-6%	
Discharges	210	262	-20%	▼
Service Hours	1,839	2,003	-8%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		161	90%	50%	97%	40%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪			▪		▪	▪	▪		▪	▪		58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs