LifeBridge Community Services (formerly FSW Inc)
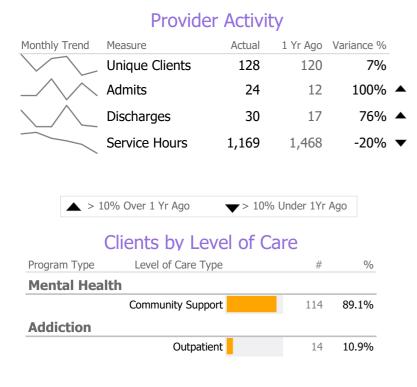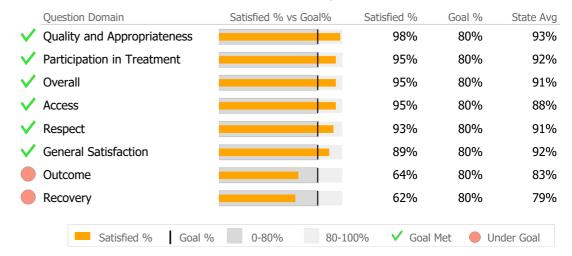Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - December 2021   (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	128	120	7%	
	Admits	24	12	100%	▲
	Discharges	30	17	76%	▲
	Service Hours	1,169	1,468	-20%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	114	89.1%
Addiction			
	Outpatient	14	10.9%

Consumer Satisfaction Survey   (Based on 56 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		98%	80%	93%
✓	Participation in Treatment		95%	80%	92%
✓	Overall		95%	80%	91%
✓	Access		95%	80%	88%
✓	Respect		93%	80%	91%
✓	General Satisfaction		89%	80%	92%
●	Outcome		64%	80%	83%
●	Recovery		62%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	8	6%	9%
26-34	25	20%	21%
35-44	24	19%	23%
45-54	25	20%	19%
55-64	37	29%	19%
65+	9	7%	9%

Gender	#	%	State Avg
Male	69	54%	59%
Female	59	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	76	59%	68%
Hisp-Puerto Rican	25	20%	11%
Unknown	17	13%	11%
Hispanic-Other	10	8%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race		#	%	State Avg
White/Caucasian	▼	57	45%	62%
Black/African American	▲	44	34%	17%
Other		20	16%	13%
Unknown		5	4%	6%
Asian		1	1%	1%
Multiple Races		1	1%	1%
Am. Indian/Native Alaskan				0%
Hawaiian/Other Pacific Islander				0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

370 Beach Road OP -100210
LifeBridge Community Services (formerly FSW Inc)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	3	3	0%
Discharges	4	5	-20% ▼
Service Hours	143	107	34% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	87%
✓	Valid TEDS Data	100%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	18%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		1	25%	50%	50%	-25% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Not Arrested		14	100%	75%	74%	25% ▲
✓	Employed		10	71%	50%	30%	21% ▲
✓	Stable Living Situation		14	100%	95%	72%	5%
🔴	Abstinence/Reduced Drug Use		6	43%	55%	39%	-12% ▼
🔴	Self Help		4	29%	60%	14%	-31% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	55%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		3	100%	75%	63%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪	▪	50%
Discharges	▪	▪	▪			▪	67%
Services		▪	▪	▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 107 Active Standard Outpatient Programs
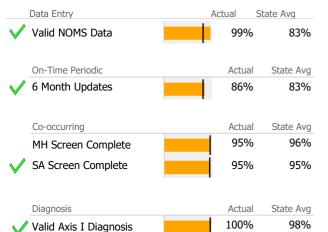
Variances in data may be indicative of operational adjustments related to the pandemic.

Community Supp Prog107280
LifeBridge Community Services (formerly FSW Inc)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	106	8%	
Admits	21	9	133%	▲
Discharges	26	12	117%	▲
Service Hours	1,026	1,361	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	83%

Co-occurring		Actual	State Avg
MH Screen Complete		95%	96%
✓ SA Screen Complete		95%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢			▢	▢		50%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		18	69%	65%	57%	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		91	77%	60%	80%	17%	▲
✓ Stable Living Situation		114	97%	80%	86%	17%	▲
● Employed		15	13%	20%	14%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		89	97%	90%	98%	7%	

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.