LifeBridge Community Services (formerly FSW Inc)
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	165	176	-6%
	Admits	64	76	-16% ▼
	Discharges	65	65	0%
	Service Hours	2,574	2,112	22% ▲

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

Consumer Satisfaction Survey (Based on 66 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Overall		89%	80%	91%
● Outcome		57%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	156	93.4%
Addiction			
	Outpatient	11	6.6%

Client Demographics

Age	#	%	State Avg
18-25	15	9%	8%
26-34	26	16%	19%
35-44	31	19%	25%
45-54	36	22%	18%
55-64	39	24%	18%
65+	18	11%	11%

Gender	#	%	State Avg
Female	104	63% ▲	40%
Male	61	37% ▼	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	100	61%	64%
Hisp-Puerto Rican	46	28% ▲	10%
Hispanic-Other	15	9%	11%
Unknown	4	2% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	60	36% ▲	17%
White/Caucasian	56	34% ▼	58%
Other	44	27% ▲	12%
Unknown	2	1%	9%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%

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

475 Clinton Ave OP
LifeBridge Community Services (formerly FSW Inc)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	20	-45% ▼
Admits	2	10	-80% ▼
Discharges	6	10	-40% ▼
Service Hours	69	96	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
✓ Valid TEDS Data	85%	52%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	8%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	17%	50%	51%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		10	100%	75%	44%	25% ▲
✓ Not Arrested		10	91%	75%	50%	16% ▲
✓ Abstinence/Reduced Drug Use		7	64%	55%	28%	9%
● Employed		3	27%	50%	26%	-23% ▼
● Stable Living Situation		7	64%	95%	51%	-31% ▼
● Self Help		0	0%	60%	15%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	65%	-75% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							■		■	22%
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 106 Active Standard Outpatient Programs

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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	156	156	0%	
Admits	62	66	-6%	
Discharges	59	55	7%	
Service Hours	2,505	2,016	24%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		35	59%	65%	61%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		127	80%	60%	80%	20%	▲
✓ Stable Living Situation		148	94%	80%	88%	14%	▲
✓ Improved/Maintained Function Score		122	100%	65%	55%	35%	▲
✓ Employed		38	24%	20%	16%	4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		101	98%	90%	98%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
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 CSP Programs