LifeBridge Community Services (formerly FSW Inc)
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	148	142	4%	
	Admits	40	40	0%	
	Discharges	45	35	29%	▲
	Service Hours	1,907	1,614	18%	▲

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

Consumer Satisfaction Survey   (Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		97%	80%	92%
✔ Access		97%	80%	88%
✔ Overall		96%	80%	91%
✔ Quality and Appropriateness		96%	80%	93%
✔ Respect		96%	80%	91%
✔ Participation in Treatment		93%	80%	92%
🔴 Outcome		69%	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		131	88.5%
Addiction				
	Outpatient		17	11.5%

Client Demographics

Age

		#	%	State Avg
18-25		11	7%	8%
26-34		24	16%	18%
35-44		28	19%	25%
45-54		29	20%	19%
55-64		36	24%	19%
65+		20	14%	12%

Gender

		#	%		State Avg
Female		95	64%	▲	40%
Male		52	35%	▼	59%
Transgender/Other		1	1%		0%

Ethnicity

		#	%		State Avg
Non-Hispanic		93	63%		64%
Hisp-Puerto Rican		46	31%	▲	10%
Hispanic-Other		6	4%		12%
Unknown		3	2%	▼	13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

		#	%		State Avg
White/Caucasian		57	39%	▼	59%
Black/African American		52	35%	▲	18%
Other		36	24%	▲	12%
Asian		1	1%		1%
Multiple Races		1	1%		1%
Unknown		1	1%		8%
Am. Indian/Native Alaskan					1%
Hawaiian/Other Pacific Islander					0%

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	9	89%	▲
Admits	8	-		
Discharges	5	5	0%	
Service Hours	132	48	178%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	91%
Valid Primary Drug Data		99%	47%

Periodic Submitted		Actual	State Avg
6 Month Updates		83%	7%

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

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	58%	-30%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		17	100%	75%	42%	25%	▲
	Social Support		13	76%	N/A	32%	N/A	
✓	Employed		11	65%	50%	23%	15%	▲
✓	Stable Living Situation		17	100%	95%	42%	5%	
🔴	Abstinence/Reduced Drug Use		7	41%	55%	22%	-14%	▼
🔴	Improved/Maintained Function Score		8	73%	75%	28%	-2%	
🔴	Self Help		1	6%	60%	14%	-54%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		13	100%	90%	39%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		8	100%	75%	63%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							67%
Services							100%

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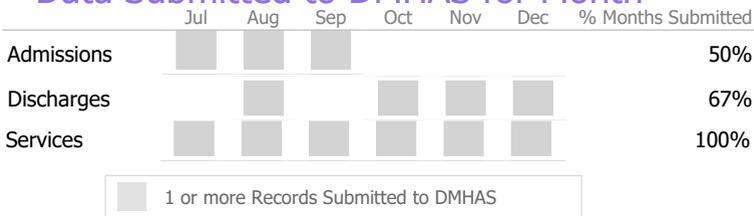
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 100 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	131	134	-2%	
Admits	32	40	-20%	▼
Discharges	40	30	33%	▲
Service Hours	1,775	1,567	13%	▲

Data Submission Quality

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

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	90%

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

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		20	50%	65%	58%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		109	83%	60%	82%	23%	▲
✓ Improved/Maintained Function Score		110	100%	65%	59%	35%	▲
✓ Stable Living Situation		126	95%	80%	90%	15%	▲
✓ Employed		28	21%	20%	20%	1%	
Self Help		8	6%	N/A	44%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		99	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 32 Active CSP Programs