LifeBridge Community Services (formerly FSW Inc)
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)
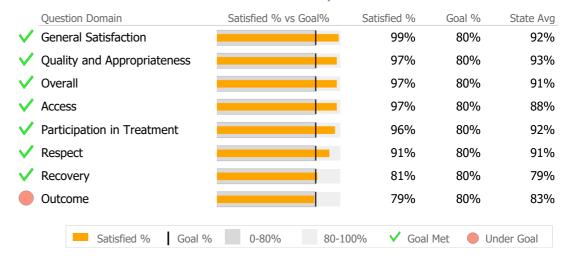
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	152	133	14%	▲
	Admits	18	20	-10%	
	Discharges	38	8	375%	
	Service Hours	2,695	2,826	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	120	78.9%
Addiction			
	Outpatient	32	21.1%

Consumer Satisfaction Survey   (Based on 67 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		99%	80%	92%
✓	Quality and Appropriateness		97%	80%	93%
✓	Overall		97%	80%	91%
✓	Access		97%	80%	88%
✓	Participation in Treatment		96%	80%	92%
✓	Respect		91%	80%	91%
✓	Recovery		81%	80%	79%
🔴	Outcome		79%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	11	7%	10%
26-34	30	20%	23%
35-44	33	22%	22%
45-54	31	20%	20%
55-64	34	22%	19%
65+	13	9%	7%

Gender

Gender	#	%	State Avg
Male	86	57%	60%
Female	66	43%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	92	61%	70%
Hisp-Puerto Rican	33	22%	12%
Unknown	19	13%	9%
Hispanic-Other	8	5%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

Race	#	%		State Avg
White/Caucasian	76	50%	▼	63%
Black/African American	42	28%	▲	17%
Other	22	14%		13%
Unknown	11	7%		5%
Asian	1	1%		1%
Am. Indian/Native Alaskan				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg
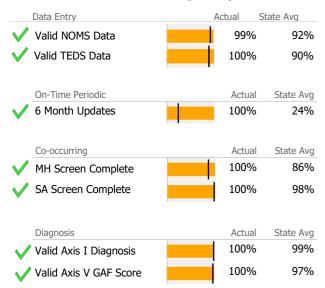
370 Beach Road OP -100210
LifeBridge Community Services (formerly FSW Inc)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	14	129%	▲
Admits	9	1	800%	▲
Discharges	17	-		
Service Hours	150	-		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
✓ Valid TEDS Data	100%	90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	24%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	86%
✓ SA Screen Complete	100%	98%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		5	29%	50%	54%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		25	76%	50%	42%	26%	▲
✓ Not Arrested		32	97%	75%	81%	22%	▲
✓ Stable Living Situation		33	100%	95%	80%	5%	
🔴 Abstinence/Reduced Drug Use		16	48%	55%	50%	-7%	
🔴 Self Help		14	42%	60%	27%	-18%	▼
🔴 Improved/Maintained Axis V GAF Score		16	62%	75%	54%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	65%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	78%	75%	70%	3%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 113 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	119	1%	
Admits	9	19	-53%	▼
Discharges	21	8	163%	▲
Service Hours	2,545	2,826	-10%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	72%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		99%	92%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		92%	28%
✓ SA Screen Complete		92%	28%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%
✓ Valid Axis V GAF Score		99%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%
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		10	48%	65%	60%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		116	97%	80%	87%	17%	▲
✓	Social Support		82	68%	60%	81%	8%	
✓	Improved/Maintained Axis V GAF Score		81	73%	65%	63%	8%	
●	Employed		23	19%	20%	13%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		98	99%	90%	99%	9%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs