LifeBridge Community Services (formerly FSW Inc)
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	118	155	-24%	▼
	Admits	12	20	-40%	▼
	Discharges	16	38	-58%	▼
	Service Hours	1,468	2,695	-46%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	104	88.1%
Addiction			
	Outpatient	14	11.9%

Consumer Satisfaction Survey   (Based on 47 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	Overall		98%	80%	91%
✓	Quality and Appropriateness		98%	80%	93%
✓	General Satisfaction		96%	80%	92%
✓	Access		96%	80%	88%
✓	Respect		93%	80%	91%
🔴	Outcome		68%	80%	83%
🔴	Recovery		68%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	12	10%	9%
26-34	20	17%	21%
35-44	25	21%	22%
45-54	22	19%	19%
55-64	32	27%	20%
65+	7	6%	8%

Gender

	#	%	State Avg
Male	62	53%	58%
Female	56	47%	42%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	66	56%	▼	70%
Hisp-Puerto Rican	30	25%	▲	12%
Unknown	15	13%		10%
Hispanic-Other	7	6%		8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%

Race

	#	%		State Avg
White/Caucasian	49	42%	▼	62%
Black/African American	39	33%	▲	17%
Other	21	18%		13%
Unknown	7	6%		6%
Asian	1	1%		1%
Multiple Races	1	1%		1%
Am. Indian/Native Alaskan				1%
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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	32	-56%	▼
Admits	3	9	-67%	▼
Discharges	5	17	-71%	▼
Service Hours	107	150	-29%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	85%
✓	Valid TEDS Data	100%	84%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	21%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	90%
✓	SA Screen Complete	100%	96%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	50%	53%	-10%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		13	93%	75%	74%	18%	▲
✓	Employed		9	64%	50%	30%	14%	▲
✓	Stable Living Situation		14	100%	95%	73%	5%	
✓	Abstinence/Reduced Drug Use		8	57%	55%	47%	2%	
🔴	Self Help		1	7%	60%	18%	-53%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		9	100%	90%	60%	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%	60%	25%	▲
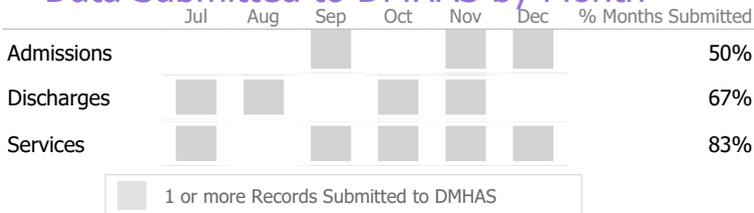
▲ > 10% Over   ▼ < 10% Under

▮ 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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	123	-15%	▼
Admits	9	11	-18%	▼
Discharges	11	21	-48%	▼
Service Hours	1,361	2,545	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	80%

On-Time Periodic		Actual	State Avg
⬤	6 Month Updates	74%	81%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
✓	SA Screen Complete	100%	61%

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	▢	▢	▢	▢	▢		83%
Discharges	▢		▢	▢	▢	▢	83%
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		3	27%	65%	59%	-38%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		99	95%	80%	88%	15%	▲
✓	Social Support		74	71%	60%	82%	11%	▲
⬤	Employed		20	19%	20%	13%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		91	98%	90%	97%	8%

▲ > 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.