LifeBridge Community Services (formerly FSW Inc)
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	132	169	-22%	▼
	Admits	25	33	-24%	▼
	Discharges	26	63	-59%	▼
	Service Hours	2,827	4,311	-34%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Community Support		115	87.1%
Addiction				
	Outpatient		17	12.9%

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	13	10%	10%
26-34	23	17%	22%
35-44	26	20%	23%
45-54	28	21%	19%
55-64	35	27%	18%
65+	7	5%	7%

Gender

	#	%	State Avg
Male	73	55%	59%
Female	59	45%	41%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	74	56%	▼	68%
Hisp-Puerto Rican	31	23%	▲	11%
Unknown	19	14%		12%
Hispanic-Other	8	6%		8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%

Race

	#	%		State Avg
White/Caucasian	57	43%	▼	61%
Black/African American	43	33%	▲	17%
Other	23	17%		13%
Unknown	7	5%		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.
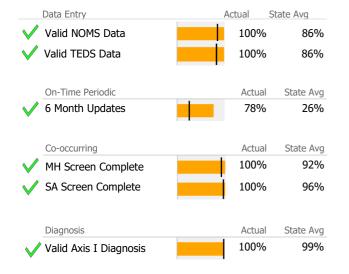
370 Beach Road OP -100210
LifeBridge Community Services (formerly FSW Inc)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
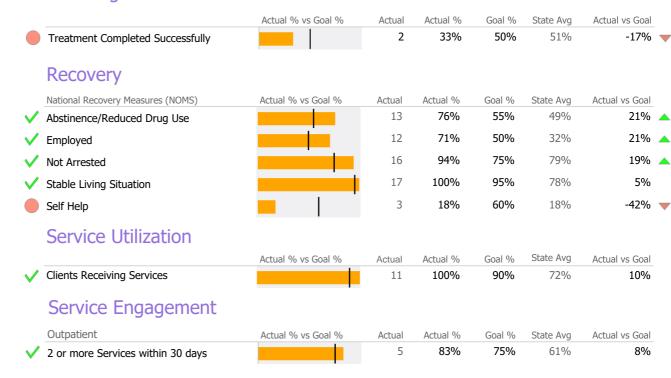Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	38	-55%	▼
Admits	6	15	-60%	▼
Discharges	6	28	-79%	▼
Service Hours	246	274	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	33%	50%	51%	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		13	76%	55%	49%	21%	▲
✓	Employed		12	71%	50%	32%	21%	▲
✓	Not Arrested		16	94%	75%	79%	19%	▲
✓	Stable Living Situation		17	100%	95%	78%	5%	
🔴	Self Help		3	18%	60%	18%	-42%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	86%
✓	Valid TEDS Data		100%	86%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		78%	26%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	92%
✓	SA Screen Complete		100%	96%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	72%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		5	83%	75%	61%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪		▪	▪	▪	▪		▪			50%
Discharges	▪	▪		▪	▪				▪				42%
Services	▪		▪	▪	▪	▪	▪	▪			▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 111 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)
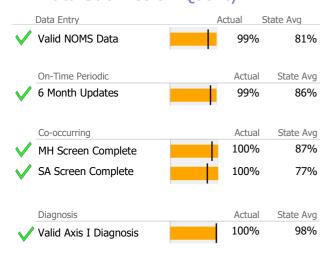Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
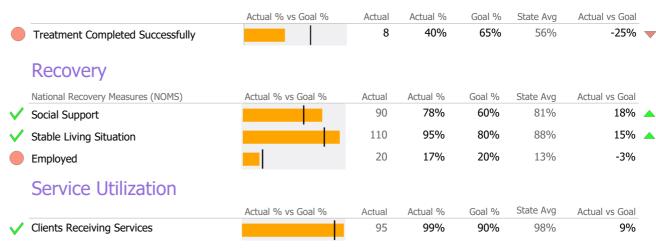Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	131	-12%	▼
Admits	19	18	6%	
Discharges	20	35	-43%	▼
Service Hours	2,581	4,037	-36%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	40%	65%	56%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		90	78%	60%	81%	18%	▲
✓	Stable Living Situation		110	95%	80%	88%	15%	▲
🔴	Employed		20	17%	20%	13%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		95	99%	90%	98%	9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	81%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	86%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	87%
✓	SA Screen Complete	100%	77%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪		▪		▪	▪			83%
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 36 Active CSP Programs

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