

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	122	110	11%	▲
	Admits	23	18	28%	▲
	Discharges	14	15	-7%	
	Service Hours	4,328	3,769	15%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	122	100.0%

### Consumer Satisfaction Survey

(Based on 64 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		95%	80%	91%
✓ Respect		87%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		79%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	8	7%	12%
26-34	22	18%	24%
35-44	29	24%	21%
45-54	26	21%	20%
55-64	26	21%	17%
65+	11	9%	6%

Gender	#	%	State Avg
Male	65	53%	60%
Female	57	47%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	67	55%	71%
Hisp-Puerto Rican	31	25%	13%
Unknown	15	12%	9%
Hispanic-Other	9	7%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	49	40%	63%
Black/African American	46	38%	16%
Other	21	17%	14%
Unknown	5	4%	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

### Program Activity

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Service Hours	4,328	3,769	15%	▲

### Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		85%	82%
Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	90%
✓ SA Screen Complete		96%	90%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	50%	65%	69%	-15% ▼

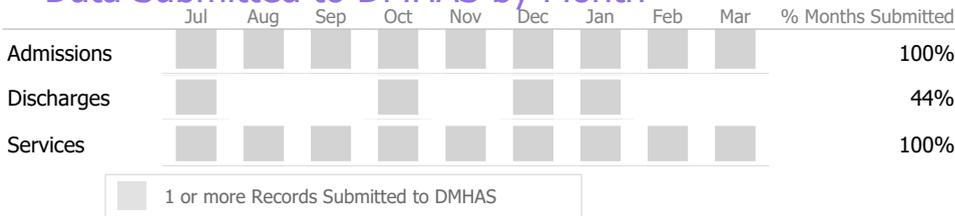
### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		114	93%	80%	92%	13% ▲	
✓ Social Support		81	66%	60%	82%	6%	
● Employed		22	18%	20%	13%	-2%	
✓ Improved/Maintained Axis V GAF Score		74	67%	65%	65%	2%	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		108	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active CSP Programs

# Lifebridge program

LifeBridge Community Services (formerly FSW Inc)

Addiction - Case Management - Intensive Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	50%	81%	-50% ▼
Employed		N/A	N/A	20%	13%	-20% ▼
Self Help		N/A	N/A	60%	57%	-60% ▼
Stable Living Situation		N/A	N/A	80%	66%	-80% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		87%

On-Time Periodic	Actual	State Avg
6 Month Updates		45%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs