

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	154	133	16%	▲
	Admits	42	34	24%	▲
	Discharges	22	22	0%	
	Service Hours	5,951	5,067	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	126	81.8%
	Outpatient	28	18.2%

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	10	6%	12%
26-34	33	21%	24%
35-44	38	25%	21%
45-54	31	20%	20%
55-64	31	20%	17%
65+	11	7%	6%

Gender	#	%	State Avg
Male	86	56%	60%
Female	68	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	91	59%	70%
Hisp-Puerto Rican	34	22%	12%
Unknown	20	13%	10%
Hispanic-Other	9	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	73	47%	63%
Black/African American	48	31%	17%
Other	22	14%	13%
Unknown	10	6%	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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	13	115% ▲
Admits	15	6	150% ▲
Discharges	4	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	85%
On-Time Periodic		
6 Month Updates	92%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	57%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		20	71%	50%	40%	21% ▲
Not Arrested		27	96%	75%	80%	21% ▲
Stable Living Situation		28	100%	95%	78%	5% ▲
Abstinence/Reduced Drug Use		12	43%	55%	52%	-12% ▼
Self Help		11	39%	60%	30%	-21% ▼
Improved/Maintained Axis V GAF Score		4	24%	75%	68%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	76%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	120	5%
Admits	27	28	-4%
Discharges	18	22	-18% ▼
Service Hours	5,951	5,067	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	51%
SA Screen Complete	97%	51%
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	39%	65%	68%	-26% ▼

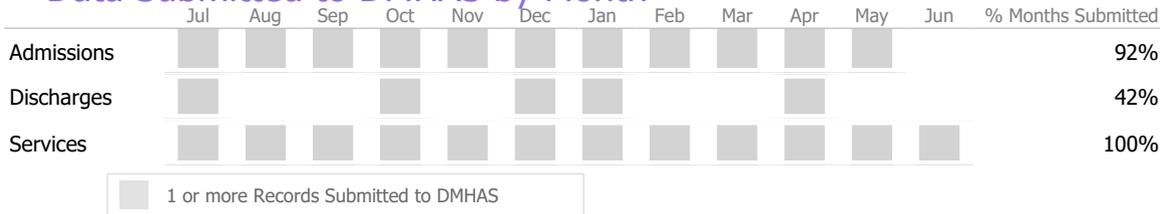
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		120	95%	80%	91%	15% ▲
Social Support		87	69%	60%	83%	9%
Employed		27	21%	20%	13%	1%
Improved/Maintained Axis V GAF Score		83	70%	65%	65%	5%

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 - June 2019 (Data as of Sep 16, 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%	82%	-50% ▼
Employed		N/A	N/A	20%	20%	-20% ▼
Self Help		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	80%	69%	-80% ▼

Service Utilization

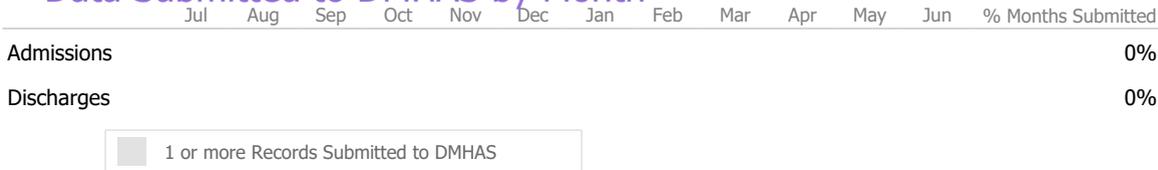
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	92%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		89%

On-Time Periodic	Actual	State Avg
6 Month Updates		76%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs