FSW Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	114	119	-4%	
	Admits	84	61	38%	▲
	Discharges	84	52	62%	▲
	Service Hours	2,126	1,730	23%	▲

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Community Support		110	96.5%
	Case Management		60	52.6%

Consumer Satisfaction Survey   (Based on 59 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		93%	80%	92%
✔	Access		93%	80%	88%
✔	General Satisfaction		92%	80%	92%
✔	Respect		88%	80%	91%
✔	Quality and Appropriateness		88%	80%	93%
✔	Overall		86%	80%	91%
●	Outcome		59%	80%	83%
●	Recovery		59%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	5	4%	▼	17%
26-34	20	18%		22%
35-44	24	21%		20%
45-54	33	29%		24%
55-64	26	23%		13%
65+	6	5%		4%

Gender

Gender	#	%		State Avg
Female	62	54%	▲	40%
Male	52	46%	▼	60%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	78	68%	74%
Hisp-Puerto Rican	25	22%	12%
Unknown	6	5%	7%
Hispanic-Other	5	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race

Race	#	%		State Avg
White/Caucasian	64	56%		64%
Black/African American	36	32%	▲	17%
Other	9	8%		15%
Unknown	3	3%		2%
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

Community Supp Prog107280
FSW Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	53	108%	▲
Admits	81	24	238%	▲
Discharges	24	22	9%	
Service Hours	1,990	1,033	93%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		74%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	64%
✔ SA Screen Complete		99%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	39%	65%	49%	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		88	78%	60%	61%	18%	▲
✔ Stable Living Situation		107	95%	80%	86%	15%	▲
🔴 Employed		8	7%	20%	10%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		42	42%	95%	49%	-53%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		87	98%	90%	97%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Discharges	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active CSP Programs

Recovery Pathways
FSW Inc.
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	86	-30%	▼
Admits	3	37	-92%	▼
Discharges	60	30	100%	▲
Service Hours	136	697	-80%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	100%	36%
✔ SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		57	95%	50%	74%	45%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		53	88%	60%	58%	28%	▲
✔ Stable Living Situation		58	97%	85%	84%	12%	▲
✔ Improved/Maintained Axis V GAF Score		58	97%	95%	77%	2%	
● Employed		4	7%	25%	10%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪											17%
Discharges		▪	▪	▪									25%
Services	▪	▪	▪	▪									33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 24 Active Recovery Pathways Programs