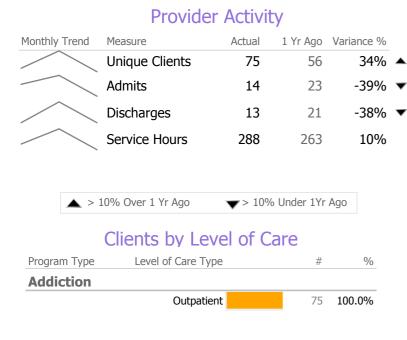
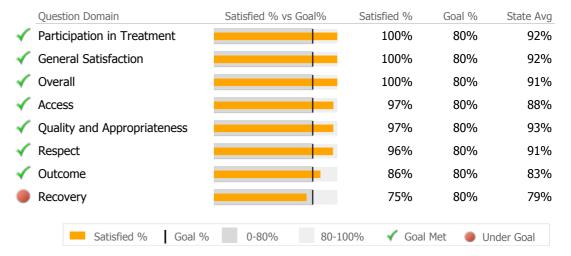
Stafford Family Services

Stafford, CT

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)



Consumer Satisfaction Survey (Based on 31 FY16 Surveys)



Client Demographics

| Age | | # | % | State Avg | Gender | # | % | State Avg | J |
|-------------------|---|----------|--------|-----------|---------------------------------|---------|---------|--------------|--------|
| 18-25 📕 | | 11 | 15% | 12% | Male 🗾 | 38 | 51% | 58% | Ď |
| 26-34 | | 19 | 26% | 22% | Female | 37 | 49% | 42% | Ď |
| 35-44 | | 17 | 23% | 19% | Transgender | | | 0% | Ď |
| 45-54 | | 15 | 21% | 23% | | | | | |
| 55-64 | | 6 | 8% | 18% | | | | | |
| 65+ | | 5 | 7% | 6% | Race | # | % | State Avg |] |
| | | | | | White/Caucasian | 70 | 93% | ▲ 65% | Ď |
| Ethnicity | | # | % | State Avg | Asian | 2 | 3% | 1% | , O |
| Non-Hispanic | | 74 | 99% | ▲ 75% | Black/African American | 2 | 3% | ▼ 16% | Ď |
| Unknown | | 1 | 1% | 6% | Other | 1 | 1% | ▼ 13% | Ď |
| Hispanic-Cuban | | | | 0% | Am. Indian/Native Alaskan | | | 1% | ò |
| Hispanic-Mexican | | | | 1% | Multiple Races | | | 1% | ò |
| | | | | | Hawaiian/Other Pacific Islander | | | 0% | Ď |
| Hispanic-Other | | | | 7% | Unknown | | | 3% | ó |
| Hisp-Puerto Rican | | | | ▼ 12% | | | | | |
| | l | Jnique C | lients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% | Under S | tate Avg | |

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 75 | 56 | 34% | |
| Admits | 14 | 23 | -39% | ▼ |
| Discharges | 13 | 21 | -38% | ▼ |
| Service Hours | 288 | 263 | 10% | |

Data Submission Quality

| Data Entry | | Actual | State Avg |
|--------------------------|---|--------|-----------|
| < Valid NOMS Data | | 100% | 96% |
| √ Valid TEDS Data | | 96% | 92% |
| | | | |
| On-Time Periodic | | Actual | State Avg |
| 6 Month Updates | | 22% | 45% |
| Cooccurring | | Actual | State Avg |
| MH Screen Complete | | 100% | 96% |
| 🞻 SA Screen Complete | | 100% | 96% |
| Diagnosis | • | Actual | State Avg |
| 🞻 Valid Axis I Diagnosis | | 100% | 99% |

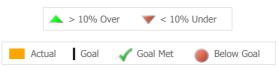
| 🗸 Valid Axis V GAF Score | 100% | 93% |
|--------------------------|------|-----|
| | | |

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Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|-------------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 9 | 69% | 50% | 51% | 19% |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Not Arrested | | 61 | 81% | 75% | 83% | 6% |
| Employed | · | 41 | 55% | 50% | 40% | 5% |
| Stable Living Situation | · · · · | 68 | 91% | 95% | 83% | -4% |
| Abstinence/Reduced Drug Use | — 1 [·] | 15 | 20% | 55% | 51% | -35% |
| Self Help | i İ | 2 | 3% | 60% | 23% | -57% |
| Improved/Maintained Axis V GAF Score | | 13 | 29% | 75% | 52% | -46% |
| Service Utilization | | | | | | |
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Clients Receiving Services | | 46 | 74% | 90% | 68% | -16% |
| Service Engagement | | | | | | |
| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| 2 or more Services within 30 days | | 14 | 100% | 75% | 77% | 25% |



* State Avg based on 115 Active Standard Outpatient Programs