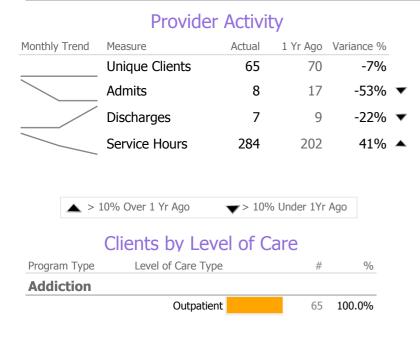
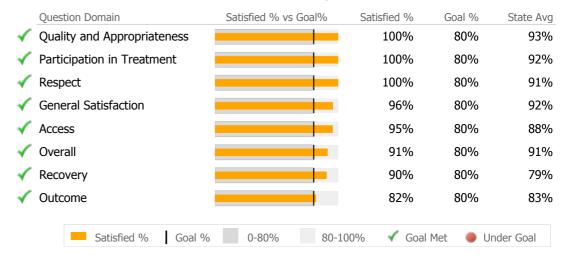
#### **Stafford Family Services** Stafford, CT

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)



### Consumer Satisfaction Survey (Based on 23 FY18 Surveys)



### **Client Demographics**

| Age               | #        | %       | State Avg    | Gender                          | #       | %       | Stat         | te Avg |
|-------------------|----------|---------|--------------|---------------------------------|---------|---------|--------------|--------|
| 18-25             | 4        | 6%      | 10%          | Male 🗾                          | 34      | 52%     |              | 58%    |
| 26-34             | 14       | 22%     | 22%          | Female                          | 31      | 48%     |              | 41%    |
| 35-44             | 25       | 38%     | <b>▲</b> 20% | Transgender                     |         |         |              | 0%     |
| 45-54             | 14       | 22%     | 21%          |                                 |         |         |              |        |
| 55-64 📕           | 6        | 9%      | 19%          |                                 |         |         |              |        |
| 65+               | 2        | 3%      | 7%           | Race                            | #       | %       | Stat         | te Avg |
| ·                 |          |         |              | White/Caucasian                 | 62      | 95%     |              | 63%    |
| Ethnicity         | #        | %       | State Avg    | Other                           | 2       | 3%      |              | 13%    |
| Non-Hispanic      | 63       | 97%     | <b>▲</b> 71% | Black/African American          | 1       | 2%      | $\mathbf{v}$ | 16%    |
| Hispanic-Other    | 2        | 3%      | 7%           | Am. Indian/Native Alaskan       |         |         |              | 1%     |
| Hispanic-Cuban    |          |         | 0%           | Asian                           |         |         |              | 1%     |
| Hispanic-Mexican  |          |         | 1%           | Multiple Races                  |         |         |              | 1%     |
|                   |          |         |              | Hawaiian/Other Pacific Islander |         |         |              | 0%     |
| Hisp-Puerto Rican |          |         | ▼ 13%        | Unknown                         |         |         |              | 5%     |
| Unknown           |          |         | 8%           |                                 |         |         |              |        |
|                   |          |         |              |                                 |         |         |              |        |
|                   | Unique C | Clients | State Avg    | ▲ > 10% Over State Avg ▼        | > 10% L | Inder S | tate A       | vg     |

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

## **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 65     | 70       | -7%        |   |
| Admits         | 8      | 17       | -53%       | • |
| Discharges     | 7      | 9        | -22%       | ▼ |
| Service Hours  | 284    | 202      | 41%        |   |

# Data Submission Quality

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data          | 93%    | 94%       |
| √ Valid TEDS Data        | 100%   | 90%       |
| On-Time Periodic         | Actual | State Avg |
| 6 Month Updates          | 5%     | 19%       |
| Cooccurring              | Actual | State Avg |
| √ MH Screen Complete     | 100%   | 96%       |
| 🗸 SA Screen Complete     | 100%   | 100%      |
| Diagnosis                | Actual | State Avg |
| 🞻 Valid Axis I Diagnosis | 100%   | 99%       |
| Valid Axis V GAF Score   | 100%   | 96%       |

### Discharge Outcomes

|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
|--------------|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
|              | Treatment Completed Successfully     |                    | 3      | 43%      | 50%    | 53%       | -7%            |   |
|              | 5                                    |                    |        |          |        |           |                |   |
|              | Recovery                             |                    |        |          |        |           |                |   |
|              | National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
| $\checkmark$ | Not Arrested                         |                    | 54     | 83%      | 75%    | 80%       | 8%             |   |
|              | Employed                             |                    | 25     | 38%      | 50%    | 39%       | -12%           | - |
|              | Stable Living Situation              |                    | 53     | 82%      | 95%    | 77%       | -13%           | - |
|              | Abstinence/Reduced Drug Use          |                    | 23     | 35%      | 55%    | 46%       | -20%           | - |
|              | Self Help                            |                    | 4      | 6%       | 60%    | 28%       | -54%           | - |
|              | Improved/Maintained Axis V GAF Score |                    | 7      | 15%      | 75%    | 37%       | -60%           | - |
|              | Service Utilization                  |                    |        |          |        |           |                |   |
|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
|              | Clients Receiving Services           |                    | 50     | 86%      | 90%    | 48%       | -4%            |   |
|              | Service Engagement                   |                    |        |          |        |           |                |   |
|              | Outpatient                           | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
| $\checkmark$ | 2 or more Services within 30 days    |                    | 6      | 75%      | 75%    | 64%       | 0%             |   |
|              |                                      |                    |        |          |        |           |                |   |
|              |                                      |                    |        |          |        |           |                |   |

### Data Submitted to DMHAS by Month

|           |   | Jul                                  | Aug | Sep | % Months Submitted |  |  |
|-----------|---|--------------------------------------|-----|-----|--------------------|--|--|
| Admission | S |                                      |     |     | 100%               |  |  |
| Discharge | 5 |                                      |     |     | 100%               |  |  |
| Services  |   |                                      |     |     | 33%                |  |  |
|           |   | 1 or more Records Submitted to DMHAS |     |     |                    |  |  |

|        | > 10% 0 | ver 🔻 < 100 | % Under |        |
|--------|---------|-------------|---------|--------|
| Actual | Goal    | 🧹 Goal Met  | 🔵 Belo  | w Goal |

\* State Avg based on 113 Active Standard Outpatient Programs