Stafford Family Services
Stafford, 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	137	161	-15%	▼
	Admits	96	134	-28%	▼
	Discharges	93	137	-32%	▼
	Service Hours	2,424	2,302	5%	

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		137	100.0%

Consumer Satisfaction Survey   (Based on 70 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		99%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		96%	80%	91%
✓ Respect		93%	80%	91%
✓ Outcome		85%	80%	83%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	21	16%	17%
26-34	37	28%	22%
35-44	35	27%	20%
45-54	28	21%	24%
55-64	9	7%	13%
65+	2	2%	4%

Gender

Gender	#	%	State Avg
Male	76	55%	60%
Female	61	45%	40%

Race

Race	#	%		State Avg
White/Caucasian	132	96%	▲	64%
Multiple Races	3	2%		1%
Black/African American	2	1%	▼	17%
Am. Indian/Native Alaskan				1%
Asian				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	15%
Unknown				2%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	132	96%	▲	74%
Hisp-Puerto Rican	4	3%		12%
Hispanic-Other	1	1%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Unknown				7%

▬ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Substance Abuse Outpt. 947200
Stafford Family Services
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
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Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	94%
✔	Valid TEDS Data	100%	94%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	97%	12%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	96%
✔	SA Screen Complete	100%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%
✔	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		76	82%	50%	56%	32%	▲

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		135	92%	75%	85%	17%	▲
✔	Abstinence/Reduced Drug Use		95	65%	55%	56%	10%	
✔	Employed		76	52%	50%	34%	2%	
✔	Improved/Maintained Axis V GAF Score		114	92%	75%	52%	17%	▲
✔	Stable Living Situation		143	97%	95%	82%	2%	
●	Self Help		43	29%	60%	21%	-31%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		56	100%	90%	58%	10%	

Service Engagement

Outpatient

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		88	100%	75%	74%	25%	▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs