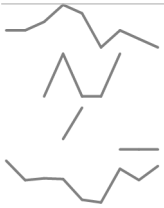
Stafford Family Services
Stafford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	38	46	-17% ▼
	Admits	8	19	-58% ▼
	Discharges	10	15	-33% ▼
	Service Hours	409	329	24% ▲

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

Consumer Satisfaction Survey

(Based on 35 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		80%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	38	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	3%	8%
26-34	10	28%	19%
35-44	9	25%	25%
45-54	5	14%	18%
55-64	6	17%	18%
65+	5	14%	11%

Gender	#	%	State Avg
Male	21	55%	59%
Female	17	45%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	34	89% ▲	64%
Unknown	3	8%	14%
Hispanic-Other	1	3%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	36	95% ▲	58%
Other	1	3%	12%
Unknown	1	3%	9%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			17% ▼
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	46	-17% ▼
Admits	8	19	-58% ▼
Discharges	10	15	-33% ▼
Service Hours	409	329	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
✓ Valid TEDS Data	98%	52%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	86%	8%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	10%	50%	51%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		38	100%	75%	50%	25% ▲
✓ Self Help		24	63%	60%	15%	3%
✓ Stable Living Situation		37	97%	95%	51%	2%
● Employed		16	42%	50%	26%	-8%
● Abstinence/Reduced Drug Use		15	39%	55%	28%	-16% ▼
● Improved/Maintained Function Score		7	22%	75%	44%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	63%	75%	65%	-13% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■	■	■			67%
Discharges				■	■		■	■	■	56%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Standard Outpatient Programs