United Community and Family Services
Norwich, 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	108	102	6%
	Admits	50	50	0%
	Discharges	51	51	0%
	Service Hours	1,649	1,567	5%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	108	100.0%

Consumer Satisfaction Survey   (Based on 179 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		98%	80%	92%
✔ Quality and Appropriateness		97%	80%	93%
✔ Overall		96%	80%	91%
✔ Respect		95%	80%	91%
✔ General Satisfaction		94%	80%	92%
✔ Access		93%	80%	88%
🔴 Outcome		77%	80%	83%
🔴 Recovery		70%	80%	79%

▮ Satisfied %	│ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	5	5%	▼	17%
26-34	13	12%		22%
35-44	10	9%	▼	20%
45-54	37	34%		24%
55-64	22	20%		13%
65+	21	19%	▲	4%

Gender

Gender	#	%		State Avg
Female	56	52%	▲	40%
Male	52	48%	▼	60%

Race

Race	#	%		State Avg
White/Caucasian	95	88%	▲	64%
Am. Indian/Native Alaskan	3	3%		1%
Black/African American	3	3%	▼	17%
Asian	2	2%		1%
Multiple Races	2	2%		1%
Other	2	2%	▼	15%
Hawaiian/Other Pacific Islander	1	1%		0%
Unknown				2%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	104	96%	▲	74%
Hisp-Puerto Rican	4	4%		12%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hispanic-Other				7%
Unknown				7%

▮ Unique Clients	│ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Bettors Choice OP Gam 423740
United Community and Family Services
Addiction - Outpatient - Gambling Outpatient

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	108	102	6%
Admits	50	50	0%
Discharges	51	51	0%
Service Hours	1,649	1,567	5%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		31	61%	75%	57%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		59	100%	90%	75%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		44	90%	75%	81%	15%	▲
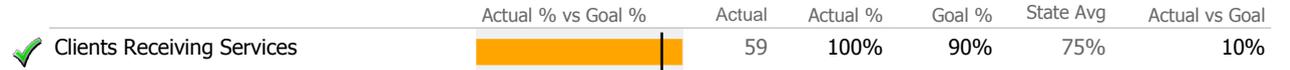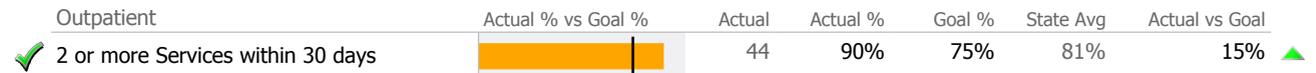
Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		96%	96%
✔	Valid TEDS Data		18%	-211%

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		37%	33%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		100%	69%
✔	SA Screen Complete		98%	69%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	99%
✔	Valid Axis V GAF Score		100%	78%

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		■	■		■	■	■	■	■	■	■		83%

■ 1 or more Records Submitted to DMHAS
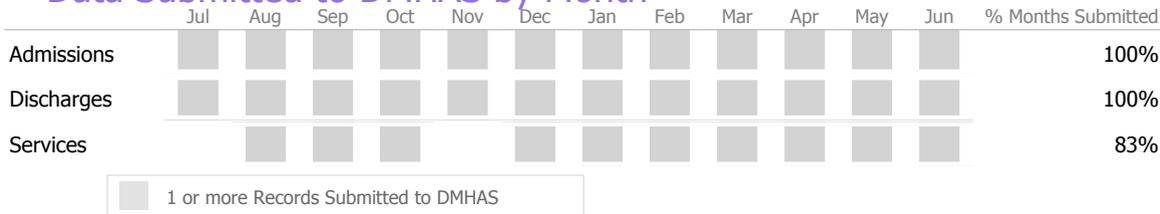
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs