United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	93	3%	
	Admits	38	34	12%	▲
	Discharges	21	36	-42%	▼
	Service Hours	1,403	1,004	40%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		96	100.0%

Consumer Satisfaction Survey   (Based on 55 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		98%	80%	92%
✔	Quality and Appropriateness		98%	80%	93%
✔	Participation in Treatment		98%	80%	92%
✔	Respect		96%	80%	91%
✔	Overall		95%	80%	91%
✔	Access		93%	80%	88%
🔴	Outcome		77%	80%	83%
🔴	Recovery		74%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		3	3%	▼	15%
26-34		7	7%	▼	24%
35-44		12	13%		19%
45-54		22	23%		23%
55-64		31	32%	▲	15%
65+		21	22%	▲	5%

Gender

Gender		#	%		State Avg
Female		59	61%	▲	40%
Male		37	39%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		89	93%	▲	75%
Hisp-Puerto Rican		3	3%		12%
Hispanic-Other		2	2%		7%
Hispanic-Mexican		1	1%		1%
Unknown		1	1%		5%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		79	82%	▲	65%
Black/African American		5	5%	▼	17%
Asian		4	4%		1%
Am. Indian/Native Alaskan		3	3%		0%
Other		3	3%		13%
Multiple Races		2	2%		1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

▮ 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 2015 - March 2016   (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	93	3%	
Admits	38	34	12%	▲
Discharges	21	36	-42%	▼
Service Hours	1,403	1,004	40%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	43%	75%	63%	-32%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		76	100%	90%	73%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	96%
✔	Valid TEDS Data	19%	30%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	67%

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

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	88%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		34	92%	75%	75%	17%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services			▪	▪	▪	▪	▪	▪	▪	78%

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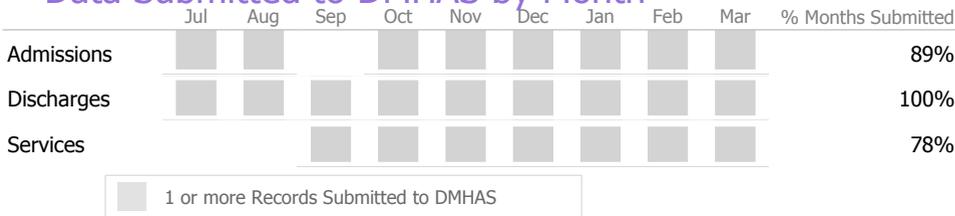
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs