United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	83	69	20%	▲
	Admits	7	10	-30%	▼
	Discharges	7	6	17%	▲
	Service Hours	494	355	39%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	83	100.0%

Consumer Satisfaction Survey   (Based on 73 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		99%	80%	92%
✔ Quality and Appropriateness		99%	80%	93%
✔ Respect		98%	80%	91%
✔ Participation in Treatment		97%	80%	92%
✔ Overall		97%	80%	91%
✔ Access		97%	80%	88%
✔ Outcome		88%	80%	83%
✔ Recovery		87%	80%	79%

▭ Satisfied %	│ Goal %	▭ 0-80%	▭ 80-100%	✔ Goal Met	⬤ Under Goal

Client Demographics

Age

Age		#	%		State Avg
18-25		2	2%		12%
26-34		4	5%	▼	22%
35-44		10	12%		19%
45-54		18	22%		23%
55-64		29	35%	▲	18%
65+		20	24%	▲	6%

Gender

Gender		#	%		State Avg
Female		53	64%	▲	42%
Male		30	36%	▼	58%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		77	93%	▲	75%
Hisp-Puerto Rican		3	4%		12%
Hispanic-Mexican		1	1%		1%
Hispanic-Other		1	1%		7%
Unknown		1	1%		6%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		72	87%	▲	65%
Asian		5	6%		1%
Other		3	4%		13%
Black/African American		1	1%	▼	16%
Multiple Races		1	1%		1%
Unknown		1	1%		3%
Am. Indian/Native Alaskan					1%
Hawaiian/Other Pacific Islander					0%

▭ 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 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	69	20%	▲
Admits	7	10	-30%	▼
Discharges	7	6	17%	▲
Service Hours	494	355	39%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		5	71%	75%	96%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	100%	90%	92%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	86%	75%	88%	11% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	95%
✓ Valid TEDS Data		20%	25%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Cooccurring		Actual	State Avg
MH Screen Complete		89%	97%
✓ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
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 9 Active Gambling Outpatient Programs