United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	57	77	-26%	▼
	Admits	4	8	-50%	▼
	Discharges	5	14	-64%	▼
	Service Hours	370	442	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		57	100.0%

Consumer Satisfaction Survey   (Based on 61 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Respect		100%	80%	91%
✓	Overall		98%	80%	91%
✓	Access		98%	80%	88%
✓	Quality and Appropriateness		98%	80%	93%
✓	Outcome		88%	80%	83%
●	Recovery		69%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25					10%
26-34		5	9%	▼	22%
35-44		7	12%		20%
45-54		9	16%		21%
55-64		26	46%	▲	19%
65+		10	18%	▲	7%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		54	95%	▲	71%
Hisp-Puerto Rican		2	4%		13%
Hispanic-Other		1	2%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Unknown					8%

Gender

Gender		#	%		State Avg
Female		36	63%	▲	41%
Male		21	37%	▼	58%
Transgender					0%

Race

Race		#	%		State Avg
White/Caucasian		51	89%	▲	63%
Asian		3	5%		1%
Am. Indian/Native Alaskan		1	2%		1%
Other		1	2%	▼	13%
Unknown		1	2%		5%
Black/African American				▼	16%
Multiple Races					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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	77	-26%	▼
Admits	4	8	-50%	▼
Discharges	5	14	-64%	▼
Service Hours	370	442	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%
✔ Valid TEDS Data		13%	28%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

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%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		4	80%	75%	80%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		52	100%	90%	93%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		3	75%	75%	93%	0%

▲ > 10% Over   ▼ < 10% Under

| ☐ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 8 Active Gambling Outpatient Programs