United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 20, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	65	88	-26%	▼
	Admits	14	19	-26%	▼
	Discharges	13	21	-38%	▼
	Service Hours	687	814	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		65	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		1	2%		11%
26-34		6	9%	▼	23%
35-44		9	14%		21%
45-54		10	15%		21%
55-64		28	43%	▲	18%
65+		11	17%	▲	6%

Gender

Gender		#	%		State Avg
Female		42	65%	▲	41%
Male		23	35%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		60	92%	▲	71%
Hisp-Puerto Rican		3	5%		13%
Hispanic-Other		2	3%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Unknown					9%

Race

Race		#	%		State Avg
White/Caucasian		58	89%	▲	63%
Asian		3	5%		1%
Other		2	3%		13%
Am. Indian/Native Alaskan		1	2%		1%
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 - December 2018 (Data as of Mar 20, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	88	-26%	▼
Admits	14	19	-26%	▼
Discharges	13	21	-38%	▼
Service Hours	687	814	-16%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		11	85%	75%	87%	10%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	100%	90%	91%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		12	86%	75%	83%	11%	▲
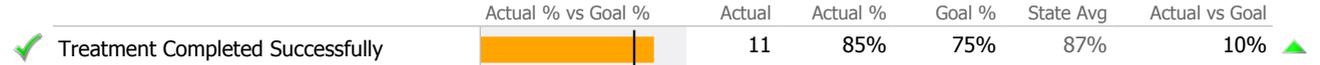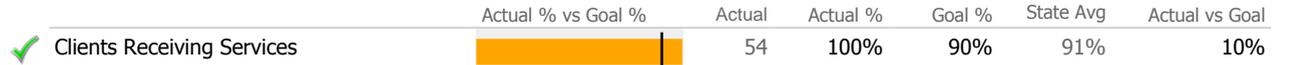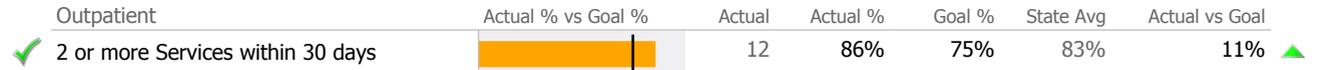
Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	95%
✓	Valid TEDS Data		22%	34%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	86%

	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%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

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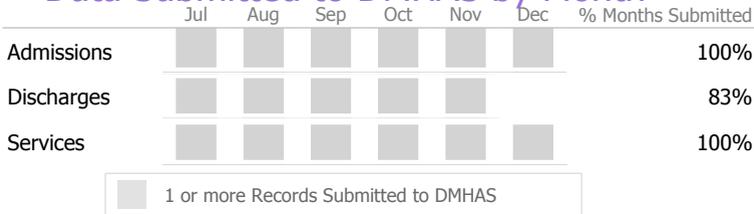
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs