United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	73	95	-23%	▼
	Admits	23	26	-12%	▼
	Discharges	14	30	-53%	▼
	Service Hours	1,023	1,232	-17%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		73	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	1%	▼	12%
26-34		9	12%	▼	24%
35-44		11	15%		21%
45-54		13	18%		20%
55-64		28	38%	▲	17%
65+		11	15%		6%

Gender

Gender		#	%		State Avg
Female		45	62%	▲	40%
Male		28	38%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		67	92%	▲	71%
Hispanic-Other		3	4%		7%
Hisp-Puerto Rican		3	4%		13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Unknown					9%

Race

Race		#	%		State Avg
White/Caucasian		61	84%	▲	63%
Asian		4	5%		1%
Other		3	4%		14%
Black/African American		2	3%	▼	16%
Am. Indian/Native Alaskan		1	1%		1%
Multiple Races		1	1%		1%
Unknown		1	1%		5%
Hawaiian/Other Pacific Islander					0%

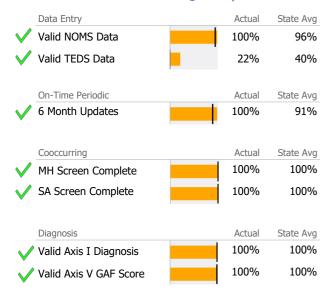| Unique Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

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
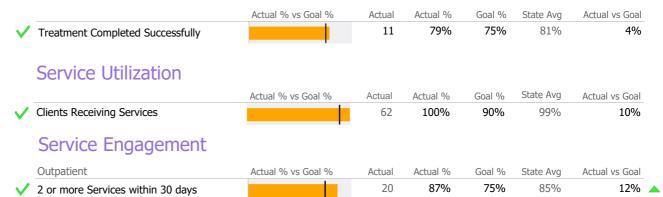Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	95	-23%	▼
Admits	23	26	-12%	▼
Discharges	14	30	-53%	▼
Service Hours	1,023	1,232	-17%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	96%
✓ Valid TEDS Data		22%	40%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	79%	75%	81%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		20	87%	75%	85%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢		89%
Discharges	▢	▢	▢	▢		▢				67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs