United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - March 2022   (Data as of Jun 27, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	82	81	1%
	Admits	27	19	42% ▲
	Discharges	39	30	30% ▲
	Service Hours	845	955	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		82	100.0%

Consumer Satisfaction Survey   (Based on 16 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Participation in Treatment		100%	80%	92%
✔	General Satisfaction		100%	80%	92%
✔	Respect		100%	80%	91%
✔	Access		100%	80%	88%
✔	Overall		88%	80%	91%
●	Outcome		77%	80%	83%
●	Recovery		64%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		2	2%	10%
26-34		10	12%	22%
35-44		11	13%	23%
45-54		14	17%	19%
55-64		28	34% ▲	19%
65+		17	21% ▲	8%

Gender

Gender		#	%	State Avg
Female		48	59% ▲	41%
Male		34	41% ▼	59%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		54	66%	68%
Unknown		21	26% ▲	12%
Hispanic-Other		5	6%	8%
Hisp-Puerto Rican		2	2%	11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%	State Avg
White/Caucasian		62	76% ▲	62%
Unknown		13	16%	6%
Asian		4	5%	1%
Black/African American		2	2% ▼	17%
Am. Indian/Native Alaskan		1	1%	0%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	81	1%	
Admits	27	19	42%	▲
Discharges	39	30	30%	▲
Service Hours	845	955	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		26	67%	75%	66%	-8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	98%	90%	92%	8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		25	93%	75%	81%	18% ▲

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	92%	93%
✓	Valid TEDS Data	13%	24%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	74%

Co-occurring		Actual	State Avg
	MH Screen Complete	29%	44%
	SA Screen Complete	36%	50%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Data Submitted to DMHAS by Month

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

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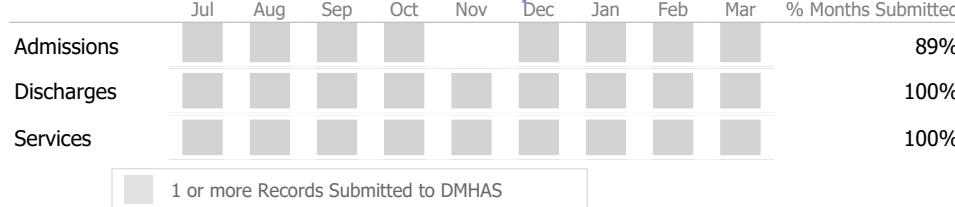
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.