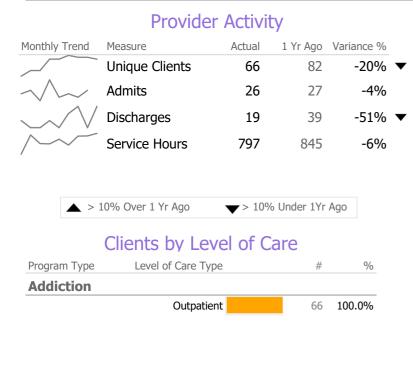
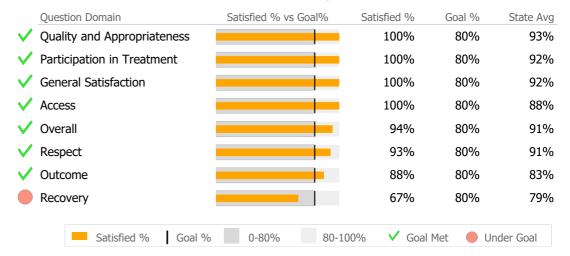
United Community and Family Services Norwich, CT

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)



Consumer Satisfaction Survey (Based on 18 FY22 Surveys)



Client Demographics

Age	#	%	State Avg	Gender		#	%	State Avg
18-25	3	5%	10%	Female		38	58%	▲ 41%
26-34	10	15%	20%	Male		28	42%	▼ 59%
35-44 📒	9	14%	24%	Transgender				0%
45-54 📒	10	15%	18%					
55-64	25	38%	▲ 19%					
65+ 🛔	9	14%	9%	Race		#	%	State Avg
				White/Caucasian		39	59%	61%
Ethnicity	#	%	State Avg	Unknown		19	29%	▲ 7%
Non-Hispanic	35	53%	▼ 68%	Asian		3	5%	1%
Unknown	28	42%	▲ 12%	Black/African American		3	5%	▼ 17%
Hispanic-Other	3	5%	9%	Am. Indian/Native Alaskan		1	2%	1%
Hispanic-Cuban			0%	Multiple Races		1	2%	1%
•				Hawaiian/Other Pacific Islander				0%
Hispanic-Mexican			1%	Other				▼ 13%
Hisp-Puerto Rican			▼ 11%					
	Unique C	lients	State Avg	> 10% Over State Avg	V :	> 10% U	nder St	tate Avg

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

Bettor Choice

United Community and Family Services Addiction - Outpatient - Gambling Outpatient

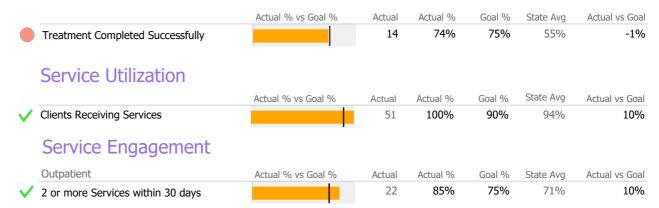
Program Activity

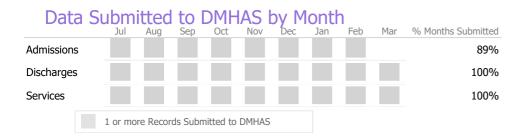
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	82	-20% 🔻	,
Admits	26	27	-4%	
Discharges	19	39	-51% 🔻	,
Service Hours	797	845	-6%	

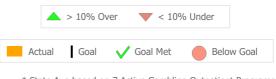
Data Submission Quality

Data Entry	Actua	al State	e Avg
🗸 Valid NOMS Data		99%	97%
Valid TEDS Data		21%	24%
On-Time Periodic		Actual S	itate Avg
6 Month Updates		97%	77%
Diagnosis	A	Actual S	tate Avg
Valid Axis I Diagnosis	1	00%	100%

Discharge Outcomes







* State Avg based on 7 Active Gambling Outpatient Programs