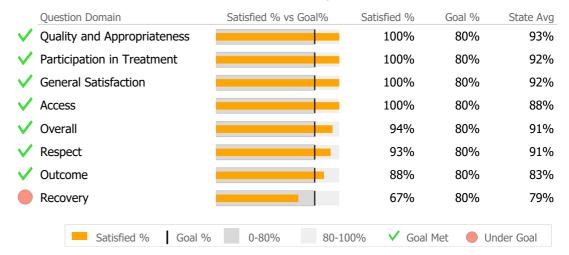
## **United Community and Family Services** Norwich, CT

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)



## Consumer Satisfaction Survey (Based on 18 FY22 Surveys)



## **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	5%	10%	Female	42	55%	<b>▲</b> 41%
26-34	11	14%	21%	Male	35	45%	▼ 59%
35-44 📕	12	16%	24%	Transgender			0%
45-54	15	19%	18%				
55-64	26	34%	<b>▲</b> 18%				
65+	9	12%	9%	Race	#	%	State Avg
				White/Caucasian	37	48%	▼ 60%
Ethnicity	#	%	State Avg	Unknown 📘	31	40%	<b>▲</b> 7%
Non-Hispanic	38	49%	▼ 67%	Asian	3	4%	1%
Unknown	36	47%	<b>▲</b> 13%	Black/African American	3	4%	<b>▼</b> 18%
Hispanic-Other	2	3%	9%	Multiple Races	2	3%	1%
Hisp-Puerto Rican	1	1%	10%	Am. Indian/Native Alaskan	1	1%	1%
	T	170		Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%	Other			▼ 12%
Hispanic-Mexican			1%				
	Unique (	lients	State Avg	▲ > 10% Over State Avg	▼ > 10%	Under S	tate Avg
	eriique e		- Courter / Mag	2010 Otor Blace My	• . 1070	0	

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

#### **Bettor Choice**

United Community and Family Services Addiction - Outpatient - Gambling Outpatient

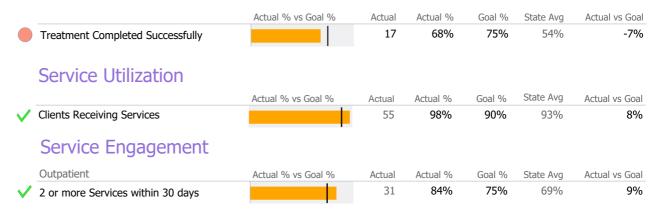
# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	86	-10% 🔻	
Admits	37	36	3%	
Discharges	25	50	-50% 🔻	
Service Hours	1,076	1,072	0%	

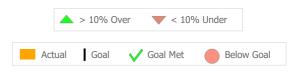
# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	22%	25%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	100%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%

## Discharge Outcomes



#### Data Submitted to DMHAS by Month 10 Auro Sep Oct Nov Jan Feb Mar Apr May Jun % Months Submitted Dec Admissions 92% Discharges 92% Services 92% 1 or more Records Submitted to DMHAS



\* State Avg based on 7 Active Gambling Outpatient Programs