United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	69	61	13%	▲
	Admits	17	20	-15%	▼
	Discharges	15	11	36%	▲
	Service Hours	633	509	24%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		69	100.0%

Consumer Satisfaction Survey   (Based on 28 FY23 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%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Outcome		92%	80%	83%
●	Recovery		69%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

Age	#	%	State Avg	
18-25	5	7%	8%	
26-34	8	12%	19%	
35-44	8	12%	24%	▼
45-54	11	16%	18%	
55-64	21	30%	19%	▲
65+	16	23%	10%	▲

Gender

Gender	#	%		State Avg
Female	37	54%	▲	41%
Male	32	46%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	52	75%	65%
Unknown	13	19%	14%
Hispanic-Other	3	4%	10%
Hisp-Puerto Rican	1	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

Race	#	%		State Avg
White/Caucasian	44	64%		60%
Unknown	12	17%		8%
Multiple Races	7	10%		1%
Black/African American	3	4%	▼	17%
Asian	2	3%		1%
Am. Indian/Native Alaskan	1	1%		1%
Hawaiian/Other Pacific Islander				0%
Other			▼	12%

Legend: 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.

Bettor Choice
United Community and Family Services
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	61	13%	▲
Admits	17	20	-15%	▼
Discharges	15	11	36%	▲
Service Hours	633	509	24%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	47%	75%	54%	-28%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	98%	90%	84%	8%
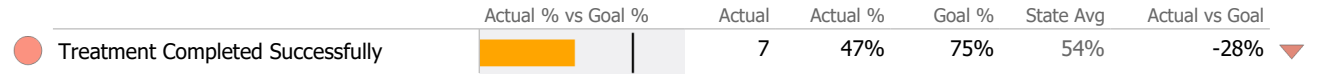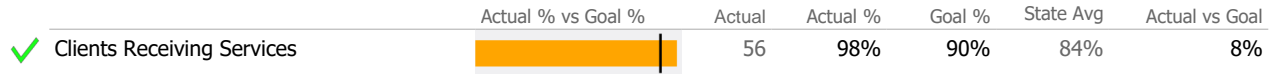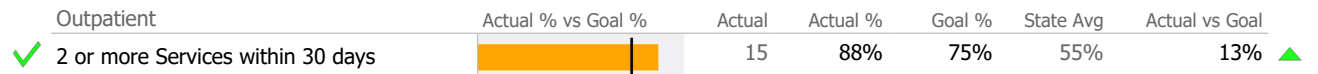
Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%
✓ Valid TEDS Data		24%	26%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		99%	100%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		15	88%	75%	55%	13%	▲

Data Submitted to DMHAS by Month

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

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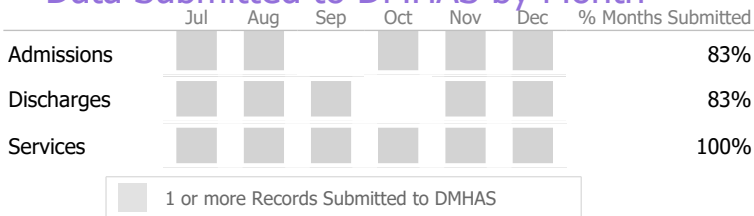
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

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