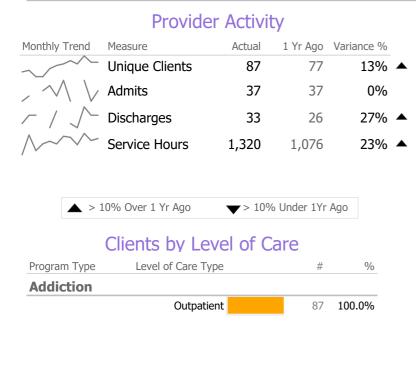
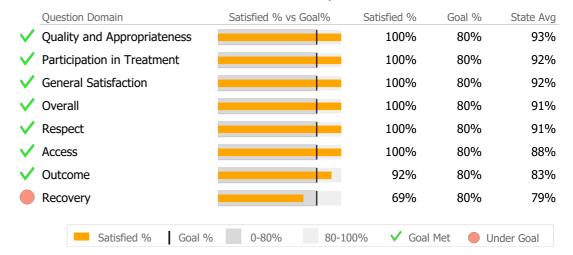
## **United Community and Family Services** Norwich, CT

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)



## Consumer Satisfaction Survey (Based on 28 FY23 Surveys)



## **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	7%	9%	Male 🗾	44	51%	60%
26-34	12	14%	20%	Female	43	49%	40%
35-44 📒 📔	11	13%	<b>▼</b> 25%	Transgender			0%
45-54 📕	12	14%	18%				
55-64	28	32%	<b>▲</b> 18%				
65+	18	21%	<b>▲</b> 9%	Race	#	%	State Avg
				White/Caucasian	57	66%	58%
Ethnicity	#	%	State Avg	Unknown 📙	16	18%	9%
Non-Hispanic	63	72%	64%	Multiple Races	6	7%	1%
Unknown	17	20%	15%	Black/African American	4	5%	<b>▼</b> 17%
Hispanic-Other	4	5%	11%	Am. Indian/Native Alaskan	2	2%	1%
Hisp-Puerto Rican	2	2%	10%	Asian	2	2%	1%
				Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican	1	1%	1%	Other			<b>▼</b> 12%
Hispanic-Cuban			0%				
,							
	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% L	Inder St	ate 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

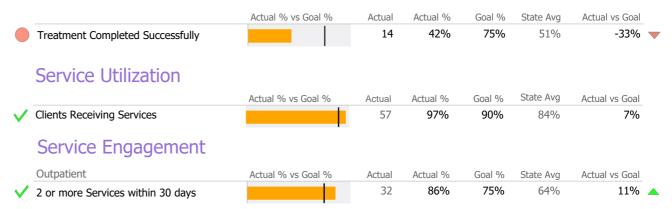
# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	77	13% 🔺
Admits	37	37	0%
Discharges	33	26	27% 🔺
Service Hours	1,320	1,076	23% 🔺

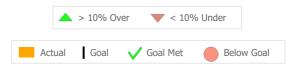
# Data Submission Quality

Data Entry	Actual	State A	Avg
Valid NOMS Data	9	9%	98%
Valid TEDS Data	2	.7%	29%
On-Time Periodic	Ac	ctual Sta	ate Avg
V 6 Month Updates	9	8%	77%
Diagnosis	Ac	ctual Sta	ate Avg
Valid Axis I Diagnosis	9	8%	99%

## Discharge Outcomes



#### Data Submitted to DMHAS by Month 10 Aug Sep Oct Nov Jan Feb Mar Apr May Jun % Months Submitted Dec Admissions 83% Discharges 83% Services 100% 1 or more Records Submitted to DMHAS



\* State Avg based on 7 Active Gambling Outpatient Programs