

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	68	60	13% <span style="color: green;">▲</span>
	Admits	8	5	60% <span style="color: green;">▲</span>
	Discharges	14	10	40% <span style="color: green;">▲</span>
	Service Hours	297	309	-4%

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

## Consumer Satisfaction Survey

(Based on 35 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	97%	80%	88%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	97%	80%	91%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	86%	80%	83%

█ Satisfied %    █ Goal %    █ 0-80%    █ 80-100%    █ Goal Met    █ Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
	Outpatient	68	100.0%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	3%	8%	Female	37	54%	42%
26-34	7	10%	18%	Male	31	46%	58%
35-44	10	15%	24%	Transgender/Other			0%
45-54	9	13%	18%				
55-64	18	26%	20%				
65+	22	32% <span style="color: green;">▲</span>	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	48	71%	64%	White/Caucasian	43	63%	59%
Unknown	13	19%	14%	Unknown	13	19%	9%
Hispanic-Other	5	7%	11%	Black/African American	4	6%	17%
Hispanic-Mexican	1	1%	1%	Multiple Races	4	6%	1%
Hisp-Puerto Rican	1	1%	10%	Am. Indian/Native Alaskan	2	3%	1%
Hispanic-Cuban			0%	Asian	2	3%	1%
				Hawaiian/Other Pacific Islander			0%
				Other			<span style="color: red;">▼</span> 12%

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

## Better Choice

United Community and Family Services

Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	68	60	13%	▲
Admits	8	5	60%	▲
Discharges	14	10	40%	▲
Service Hours	297	309	-4%	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	93%	75%	66%	18% 

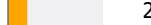
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	93%	90%	83%	3% 

### Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	100%	75%	76%	25% 

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ Valid TEDS Data		21%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis		97%
	99%	

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
Valid TEDS Data	N/A	65%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	35%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	45%	-55% <span style="color: red;">▼</span>
Employed		N/A	N/A	50%	26%	-50% <span style="color: red;">▼</span>
Improved/Maintained Function Score		N/A	N/A	75%	21%	-75% <span style="color: red;">▼</span>
Not Arrested		N/A	N/A	75%	55%	-75% <span style="color: red;">▼</span>
Self Help		N/A	N/A	60%	20%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	95%	52%	-95% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	54%	N/A <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

  1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 20 Active Buprenorphine Maintenance Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
Valid TEDS Data	N/A	100%
On-Time Periodic		
6 Month Updates	N/A	30%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	0%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	30%	-55% <span style="color: red;">▼</span>
Employed		N/A	N/A	50%	22%	-50% <span style="color: red;">▼</span>
Improved/Maintained Function Score		N/A	N/A	75%	11%	-75% <span style="color: red;">▼</span>
Not Arrested		N/A	N/A	75%	44%	-75% <span style="color: red;">▼</span>
Self Help		N/A	N/A	60%	19%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	95%	44%	-95% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	22%	N/A <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

  1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 5 Active Naltrexone Programs