United Community and Family Services

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

(Based on 35 FY24 Surveys)

86%

✓ Goal Met

80%

Under Goal

83%

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

80-100%

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	76	79.2%
Medicati	on Assisted Treatment	20	20.8%

Consumer Satisfaction Survey Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg ✓ Quality and Appropriateness 100% 80% 93% Participation in Treatment 80% 92% 100% ✓ General Satisfaction 100% 80% 92% Overall 100% 80% 91% Access 97% 80% 88% ✓ Respect 97% 80% 91% Outcome

Client Demographics

0-80%

Goal %

Satisfied %

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	2%	8%	Female	51	53%	▲ 41%
26-34	8	8%	▼ 19%	Male	45	47%	▼ 59%
35-44	21	22%	25%	Transgender/Other			0%
45-54	13	14%	18%				
55-64	25	26%	19%				
65+	27	28%	▲ 11%	Race	#	%	State Avg
				White/Caucasian	66	69%	▲ 58%
Ethnicity	#	%	State Avg	Unknown 📙	16	17%	9%
Non-Hispanic	70	73%	64%	Black/African American	6	6%	▼ 18%
Unknown	17	18%	14%	Multiple Races	4	4%	1%
Hispanic-Other	6	6%	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			▼ 12%
Hispanic-Cuban			0%				
	Jnique C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	Inder S	tate Avg

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 2024 - December 2024 (Data as of Mar 18, 2025)

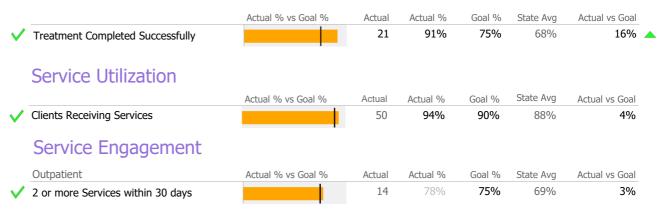
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	68	12%	•
Admits	20	17	18%	•
Discharges	23	16	44%	•
Service Hours	505	633	-20%	•

Data Submission Quality

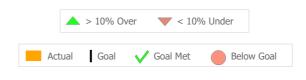
Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
✓ Valid TEDS Data	21%	26%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	72%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes



Data Submitted to DMHAS for Month





^{*} State Avg based on 7 Active Gambling Outpatient Programs

SOR MAT Buprenorphine

United Community and Family Services

Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

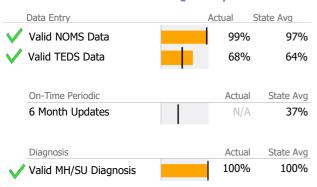
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20			
Admits	20	-		
Discharges	-	-		
Service Hours	124	_		

Data Submission Quality



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	50%	61%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Not Arrested		20	100%	75%	62%	25%	_
V	Abstinence/Reduced Drug Use		14	70%	55%	50%	15%	_
V	Stable Living Situation		20	100%	95%	58%	5%	
	Employed		6	30%	50%	28%	-20%	_
	Self Help	<u> </u>	2	10%	60%	26%	-50%	
	Improved/Maintained Function Score	i I	N/A	N/A	75%	27%	-75%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		N/A	N/A	90%	57%	N/A	

Data Submitted to DMHAS for Month





^{*} State Avg based on 20 Active Buprenorphine Maintenance Programs

SOR MAT-Naltrexone

United Community and Family Services

Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

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	Actual	State Avg
6 Month Updates	N/A	19%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	0%	N/A
Recovery						
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%
Employed	ľ	N/A	N/A	50%	22%	-50%
Improved/Maintained Function Score		N/A	N/A	75%	11%	-75%
Not Arrested		N/A	N/A	75%	44%	-75%
Self Help		N/A	N/A	60%	19%	-60%
Stable Living Situation	· 1	N/A	N/A	95%	44%	-95%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	26%	N/A

Data Submitted to DMHAS for Month

Admissions

Discharges

Jul Aug Sep Oct Nov Dec % Months Submitted

0%

0%



^{*} State Avg based on 5 Active Naltrexone Programs