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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 96 | 68 | 41% ▲ |
| | Admits | 40 | 17 | 135% ▲ |
| | Discharges | 23 | 16 | 44% ▲ |
| | Service Hours | 629 | 633 | -1% |

▲ > 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 | | 100% | 80% | 93% |
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ General Satisfaction | | 100% | 80% | 92% |
| ✓ Overall | | 100% | 80% | 91% |
| ✓ Access | | 97% | 80% | 88% |
| ✓ Respect | | 97% | 80% | 91% |
| ✓ Outcome | | 86% | 80% | 83% |

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Addiction** | | | |
| | Outpatient | 76 | 79.2% |
| | Medication Assisted Treatment | 20 | 20.8% |

## Client Demographics

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 2 | 2% | 8% |
| 26-34 | 8 | 8% ▼ | 19% |
| 35-44 | 21 | 22% | 25% |
| 45-54 | 13 | 14% | 18% |
| 55-64 | 25 | 26% | 19% |
| 65+ | 27 | 28% ▲ | 11% |

| Gender | # | % | State Avg |
|---|---|---|---|
| Female | 51 | 53% ▲ | 41% |
| Male | 45 | 47% ▼ | 59% |
| Transgender/Other | | | 0% |

| Ethnicity | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 70 | 73% | 64% |
| Unknown | 17 | 18% | 14% |
| Hispanic-Other | 6 | 6% | 11% |
| Hisp-Puerto Rican | 2 | 2% | 10% |
| Hispanic-Mexican | 1 | 1% | 1% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 66 | 69% ▲ | 58% |
| Unknown | 16 | 17% | 9% |
| Black/African American | 6 | 6% ▼ | 18% |
| Multiple Races | 4 | 4% | 1% |
| Am. Indian/Native Alaskan | 2 | 2% | 1% |
| Asian | 2 | 2% | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Other | | ▼ | 12% |

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

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 21 | 91% | 75% | 68% | 16% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 50 | 94% | 90% | 88% | 4% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 14 | 78% | 75% | 69% | 3% |

## Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | | | ■ | ■ | 67% |
| 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

**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

| Data Entry | Actual | State Avg |
|---|---|---|
| ✓ Valid NOMS Data | 99% | 97% |
| ✓ Valid TEDS Data | 68% | 64% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| 6 Month Updates | N/A | 37% |

| Diagnosis | Actual | State Avg |
|---|---|---|
| ✓ Valid MH/SU Diagnosis | 100% | 100% |

## 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 |
|---|---|---|---|---|---|---|
| ✓ Not Arrested | | 20 | 100% | 75% | 62% | 25% ▲ |
| ✓ Abstinence/Reduced Drug Use | | 14 | 70% | 55% | 50% | 15% ▲ |
| ✓ Stable Living Situation | | 20 | 100% | 95% | 58% | 5% |
| ● Employed | | 6 | 30% | 50% | 28% | -20% ▼ |
| ● Self Help | | 2 | 10% | 60% | 26% | -50% ▼ |
| ● Improved/Maintained Function Score | | 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

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | ■ | ■ | | 33% |
| Discharges | | | | | | | 0% |
| Services | | | | ■ | ■ | ■ | 50% |

■ 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

**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 | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|
| Treatment Completed Successfully | N/A | N/A | 50% | 0% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|
| Abstinence/Reduced Drug Use | N/A | N/A | 55% | 30% | -55% |
| Employed | 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 | N/A | N/A | 95% | 44% | -95% |

## Service Utilization

| | 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

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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