

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	125	75	67%	▲
	Admits	71	25	184%	▲
	Discharges	37	19	95%	▲
	Service Hours	1,163	972	20%	▲

▲ > 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	84	67.2%
	Medication Assisted Treatment	41	32.8%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	2	2%	8%		Female	67	54%	▲ 40%
26-34	14	11%	19%		Male	58	46%	▼ 59%
35-44	28	22%	25%		Transgender/Other			0%
45-54	25	20%	18%					
55-64	27	22%	18%					
65+	29	23%	11%	▲				
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	97	78%	64%	▲	White/Caucasian	92	74%	▲ 58%
Unknown	18	14%	14%		Unknown	17	14%	9%
Hispanic-Other	6	5%	11%		Black/African American	7	6%	▼ 17%
Hisp-Puerto Rican	3	2%	10%		Multiple Races	5	4%	1%
Hispanic-Mexican	1	1%	1%		Am. Indian/Native Alaskan	2	2%	1%
Hispanic-Cuban			0%		Asian	2	2%	1%
					Hawaiian/Other Pacific Islander			0%
					Other			▼ 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

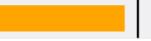
Program Quality Dashboard

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	84	75	12%	▲
Admits	30	25	20%	▲
Discharges	35	19	84%	▲
Service Hours	807	972	-17%	▼

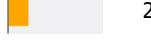
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	69%	75%	60%	-6%

Service Utilization

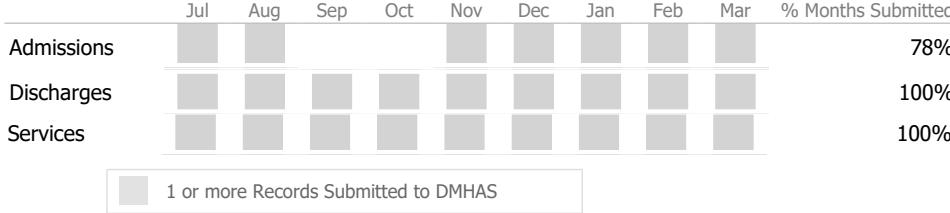
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	95%	90%	89%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
Valid TEDS Data		22%
On-Time Periodic		
Valid 6 Month Updates		90%
Diagnosis		
Valid MH/SU Diagnosis		98%
		99%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		24	86%	75%	72%	11% ▲

2 or more Services within 30 days**Data Submitted to DMHAS for Month** > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40		
Admits	40	-	
Discharges	2	-	
Service Hours	353	-	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
✓ Valid TEDS Data	73%	68%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	40%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	100%

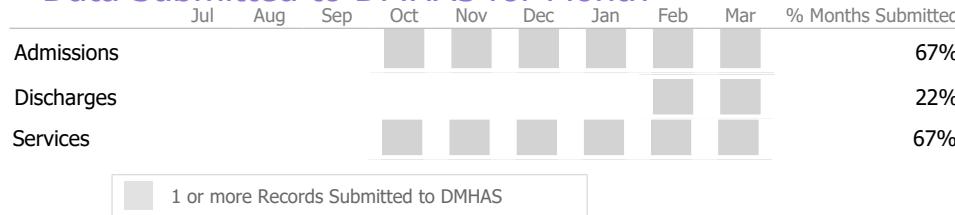
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	54%	-50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		38	95%	75%	68%	20% ▲
✓ Abstinence/Reduced Drug Use		25	62%	55%	55%	7% ▲
✓ Stable Living Situation		38	95%	95%	64%	0% ▲
● Employed		12	30%	50%	30%	-20% ▼
● Self Help		5	12%	60%	30%	-48% ▼
✓ Improved/Maintained Function Score		2	100%	75%	33%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	67%	7% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Service Hours	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%
✓ Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	4%
Diagnosis		
✓ 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%	0%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		1	100%	55%	32%	45% ▲
✓ Not Arrested		1	100%	75%	48%	25% ▲
✓ Stable Living Situation		1	100%	95%	52%	5% ▲
● Employed		0	0%	50%	29%	-50% ▼
● Self Help		0	0%	60%	19%	-60% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	18%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	34%	10% ▲

Data Submitted to DMHAS for Month

