United Community and Family Services

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	149	88	69%	•
$^{\prime}$	Admits	100	38	163%	•
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Discharges	60	34	76%	•
~~~	Service Hours	1,892	1,320	43%	•



#### Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	92	61.7%
Medicat	ion Assisted Treatment	57	38.3%

#### Consumer Satisfaction Survey (Based on 35 FY24 Surveys)



#### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	3%	9%	Male Male	75	50%	60%
26-34	21	14%	19%	Female	74	50%	40%
35-44	37	25%	26%	Transgender/Other			0%
45-54	26	17%	18%				
55-64	32	21%	18%				
65+	29	19%	10%	Race	#	%	State Avg
				White/Caucasian	109	73%	<b>▲</b> 58%
<b>Ethnicity</b>	#	%	State Avg	Unknown 📙	22	15%	10%
Non-Hispanic	115	77%	<b>▲</b> 64%	Black/African American	8	5%	<b>▼</b> 18%
Unknown	24	16%	14%	Multiple Races	5	3%	1%
Hispanic-Other	5	3%	12%	Asian	3	2%	1%
Hisp-Puerto Rican	4	3%	10%	Am. Indian/Native Alaskan	2	1%	1%
				Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican	1	1%	1%	Other			<b>▼</b> 12%
Hispanic-Cuban			0%	•			
Unique Clients							

#### **Bettor Choice**

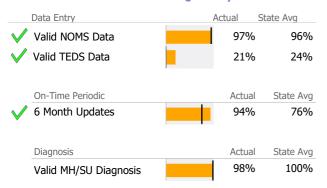
United Community and Family Services Addiction - Outpatient - Gambling Outpatient Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

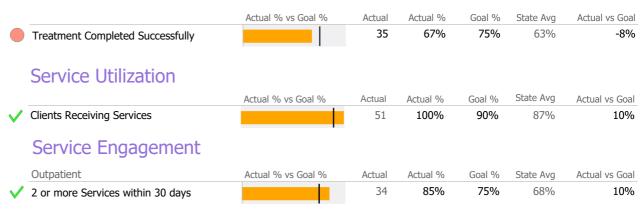
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	88	5%	
Admits	43	38	13%	•
Discharges	52	34	53%	•
Service Hours	1,115	1,320	-16%	•

#### **Data Submission Quality**

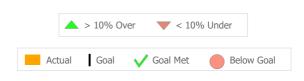


#### **Discharge Outcomes**



# Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													100%
Services													100%
	1 or r	nore Reco	rds Subr	mitted to	DMHAS	5							



^{*} State Avg based on 8 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 - June 2025 (Data as of Sep 09, 2025)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56		
Admits	56	-	
Discharges	7	-	
Service Hours	774	_	

## **Data Submission Quality**

Data Entry	A	ctual	State Avg
✓ Valid NOMS Data		99%	96%
✓ Valid TEDS Data		73%	69%
On-Time Periodic		Actual	State Avg
6 Month Updates		92%	64%
Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		98%	100%

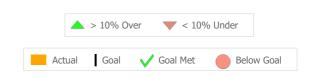
#### Discharge Outcomes



#### Data Submitted to DMHAS for Month

1 or more Records Submitted to DMHAS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													33%
Services													75%



^{*} State Avg based on 21 Active Buprenorphine Maintenance Programs

#### **SOR MAT-Naltrexone**

United Community and Family Services

Addiction - Medication Assisted Treatment - Naltrexone

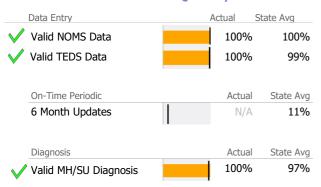
## Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	1	-	
Service Hours	3	_	

## **Data Submission Quality**

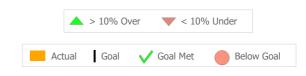


#### Discharge Outcomes



#### Data Submitted to DMHAS for Month





^{*} State Avg based on 7 Active Naltrexone Programs