United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	123	101	22%	▲
	Admits	37	46	-20%	▼
	Discharges	30	27	11%	▲
	Service Hours	1,444	712	103%	▲

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

Consumer Satisfaction Survey   (Based on 55 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	Overall		100%	80%	91%
✓	General Satisfaction		98%	80%	92%
✓	Access		98%	80%	88%
✓	Quality and Appropriateness		98%	80%	93%
✓	Respect		94%	80%	91%
✓	Outcome		93%	80%	83%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		62	50.4%
	Medication Assisted Treatment		61	49.6%

Client Demographics

Age

		#	%	State Avg
18-25		3	2%	8%
26-34		12	10%	18%
35-44		39	32%	25%
45-54		22	18%	19%
55-64		22	18%	19%
65+		25	20%	12%

Gender

		#	%		State Avg
Male		66	54%		59%
Female		57	46%		40%
Transgender/Other					0%

Race

		#	%		State Avg
White/Caucasian		99	80%	▲	59%
Unknown		10	8%		8%
Black/African American		5	4%	▼	18%
Asian		4	3%		1%
Multiple Races		3	2%		1%
Am. Indian/Native Alaskan		2	2%		1%
Hawaiian/Other Pacific Islander					0%
Other				▼	12%

Ethnicity

		#	%		State Avg
Non-Hispanic		106	86%	▲	64%
Unknown		11	9%		13%
Hisp-Puerto Rican		3	2%		10%
Hispanic-Other		2	2%		12%
Hispanic-Mexican		1	1%		1%
Hispanic-Cuban					0%

Legend: 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	76	-18%	▼
Admits	18	21	-14%	▼
Discharges	17	26	-35%	▼
Service Hours	542	558	-3%	

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	56%	75%	57%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		49	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		15	88%	75%	73%	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	94%
Valid Primary Drug Data		26%	26%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	66%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 8 Active Gambling Outpatient Programs

SOR CB-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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	25	144%	▲
Admits	19	25	-24%	▼
Discharges	13	1	1200%	▲
Service Hours	901	154		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	95%
Valid Primary Drug Data		70%	73%

Periodic Submitted		Actual	State Avg
6 Month Updates		97%	78%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		93%	99%

(Data as of Mar 13, 2026)

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	33%	50%	51%	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Social Support		61	98%	N/A	79%	N/A	
✓	Not Arrested		57	92%	75%	87%	17%	▲
✓	Abstinence/Reduced Drug Use		44	71%	55%	69%	16%	▲
✓	Improved/Maintained Function Score		46	98%	75%	31%	23%	▲
✓	Stable Living Situation		59	95%	95%	84%	0%	
🔴	Employed		27	44%	50%	42%	-6%	
🔴	Self Help		6	10%	60%	48%	-50%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		47	96%	90%	81%	6%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 19 Active Buprenorphine Maintenance Programs

SOR CB-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 2025 - December 2025

Program Activity

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

Discharge Outcomes

(Data as of Mar 13, 2026)

	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%	24%	-55% ▼
Employed		N/A	N/A	50%	24%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	6%	-75% ▼
Not Arrested		N/A	N/A	75%	44%	-75% ▼
Self Help		N/A	N/A	60%	32%	-60% ▼
Social Support		N/A	N/A	N/A	37%	N/A
Stable Living Situation		N/A	N/A	95%	44%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	91%
Valid Primary Drug Data		N/A	89%

Periodic Submitted		Actual	State Avg
6 Month Updates		N/A	29%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	30%	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 7 Active Naltrexone Programs