United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	106	100	6%	
	Admits	49	43	14%	▲
	Discharges	33	49	-33%	▼
	Service Hours	1,959	1,458	34%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		106	100.0%

Consumer Satisfaction Survey   (Based on 55 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		98%	80%	92%
✓	Quality and Appropriateness		98%	80%	93%
✓	Participation in Treatment		98%	80%	92%
✓	Respect		96%	80%	91%
✓	Overall		95%	80%	91%
✓	Access		93%	80%	88%
🔴	Outcome		77%	80%	83%
🔴	Recovery		74%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	6	6%		15%
26-34	8	8%	▼	24%
35-44	13	12%		19%
45-54	26	25%		22%
55-64	31	29%	▲	15%
65+	22	21%	▲	4%

Gender

Gender	#	%		State Avg
Female	64	60%	▲	40%
Male	42	40%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	98	92%	▲	75%
Hisp-Puerto Rican	4	4%		12%
Hispanic-Other	2	2%		7%
Hispanic-Mexican	1	1%		1%
Unknown	1	1%		6%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	87	82%	▲	65%
Black/African American	5	5%	▼	16%
Asian	4	4%		1%
Other	4	4%		13%
Am. Indian/Native Alaskan	3	3%		1%
Multiple Races	2	2%		1%
Unknown	1	1%		3%
Hawaiian/Other Pacific Islander				0%

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

Bettors Choice OP Gam 423740
United Community and Family Services
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	100	6%	
Admits	49	43	14%	▲
Discharges	33	49	-33%	▼
Service Hours	1,959	1,458	34%	▲
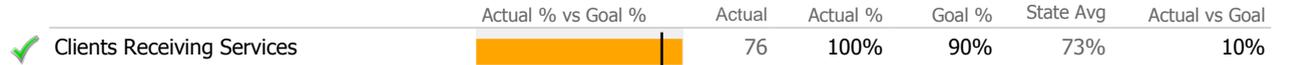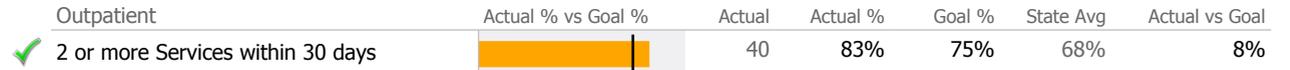
Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	95%
✓ Valid TEDS Data		23%	31%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	97%
✓ SA Screen Complete		99%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	36%	75%	60%	-39%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	100%	90%	73%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		40	83%	75%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													83%

☐ 1 or more Records Submitted to DMHAS
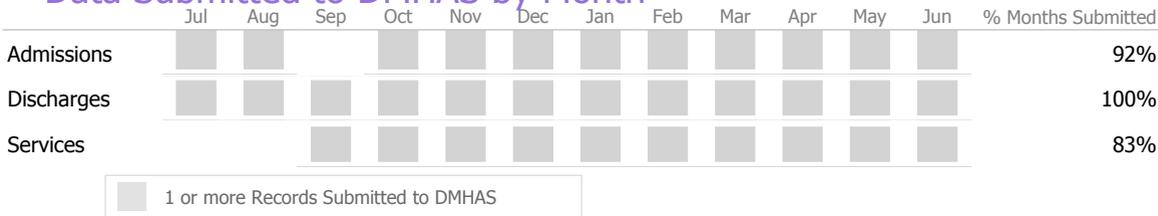
△ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs