United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	153	112	37%	▲
	Admits	82	42	95%	▲
	Discharges	72	43	67%	▲
	Service Hours	2,239	1,969	14%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	104	68.0%
	Medication Assisted Treatment	49	32.0%

Consumer Satisfaction Survey   (Based on 70 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Participation in Treatment		100%	80%	92%
✔	Overall		100%	80%	91%
✔	Respect		100%	80%	91%
✔	Access		100%	80%	88%
✔	General Satisfaction		99%	80%	92%
✔	Outcome		94%	80%	83%
	Recovery		79%	80%	79%

Legend: ■ Satisfied % | Goal %   ░ 0-80%   ░ 80-100%   ✔ Goal Met   ⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg	
18-25	6	4%	13%	
26-34	26	17%	24%	
35-44	24	16%	20%	
45-54	33	22%	21%	
55-64	44	29%	16%	▲
65+	20	13%	5%	

Gender

Gender	#	%		State Avg
Female	79	52%	▲	40%
Male	74	48%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	142	93%	▲	72%
Hisp-Puerto Rican	5	3%		12%
Hispanic-Other	4	3%		7%
Unknown	2	1%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
White/Caucasian	131	86%	▲	64%
Other	7	5%		13%
Asian	5	3%		1%
Black/African American	5	3%	▼	17%
Am. Indian/Native Alaskan	3	2%		1%
Multiple Races	1	1%		1%
Unknown	1	1%		4%
Hawaiian/Other Pacific Islander				0%

Legend: ■ 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	107	-3%	
Admits	35	37	-5%	
Discharges	51	43	19%	▲
Service Hours	1,652	1,969	-16%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		36	71%	75%	54%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		53	100%	90%	97%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		30	86%	75%	75%	11% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	92%
✔ Valid TEDS Data		16%	23%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	83%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	93%
✔ SA Screen Complete		100%	93%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

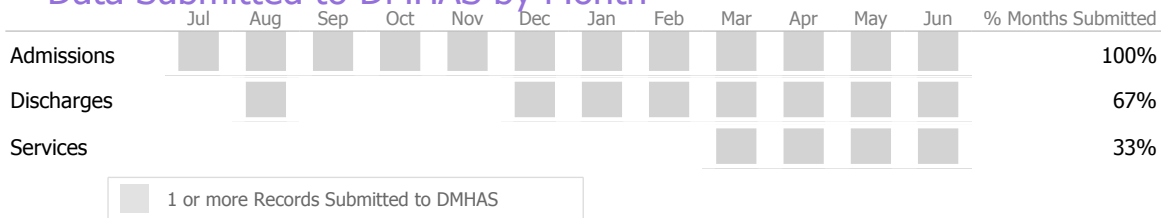*State Avg based on 8 Active Gambling Outpatient Programs

STR MAT
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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	5	880%	▲
Admits	47	5	840%	▲
Discharges	21	-		
Service Hours	587	-		

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	94%	92%
✔	Valid TEDS Data	100%	98%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	72%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	96%	88%
	SA Screen Complete	96%	99%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	100%
Discharges		▣				▣	▣	▣	▣	▣	▣	▣	67%
Services									▣	▣	▣	▣	33%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 5 Active Buprenorphine Maintenance Programs