United Community and Family Services

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

80-100%

✓ Goal Met

Under Goal

Provider Activity





Clients by Level of Care

Program Type Level of Care Type % Addiction Outpatient

73 100.0%

Consumer Satisfaction Survey (Based on 62 FY19 Surveys)



Client Demographics

0-80%

Goal %

Satisfied %

Age		#	%	State Avg	Gender		#	%	State Avg
18-25		2	3%	9%	Female		41	56%	41 %
26-34		10	14%	22%	Male		32	44%	▼ 59%
35-44		10	14%	21%	Transgender				0%
45-54		11	15%	20%					
55-64		30	41%	▲ 20%					
65+		10	14%	7%	Race		#	%	State Avg
					White/Caucasian		62	85%	▲ 64%
Ethnicity		#	%	State Avg	Other		5	7%	13%
Non-Hispanic		68	93%	▲ 71%	Asian		3	4%	1%
Hispanic-Other	•	2	3%	7%	Black/African American		3	4%	▼ 16%
Hisp-Puerto Rican		2	3%	12%	Am. Indian/Native Alaskan				1%
Unknown		1	1%	9%	Multiple Races				1%
<u> </u>		_	170		Hawaiian/Other Pacific Islander				0%
Hispanic-Cuban				0%	Unknown				5%
Hispanic-Mexican				1%					
[L	Inique C	lients	State Avg	▲ > 10% Over State Avg	V >	→ 10% U	Inder S	tate Avg

Bettors Choice OP Gam 423740

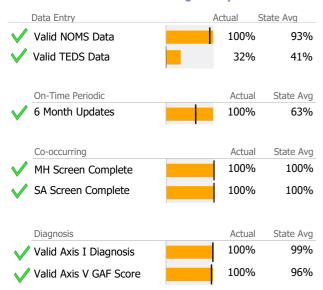
United Community and Family Services Addiction - Outpatient - Gambling Outpatient Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	57	28%	•
Admits	8	4	100%	•
Discharges	12	5	140%	•
Service Hours	312	370	-16%	•

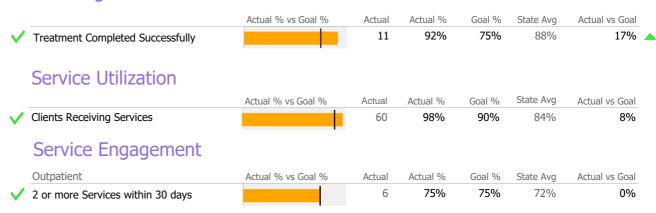
Data Submission Quality

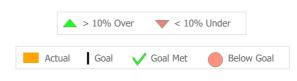


Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted		
Admissions					100%		
Discharges					100%		
Services					100%		
	1 or more Records Submitted to DMHAS						

Discharge Outcomes





^{*} State Avg based on 6 Active Gambling Outpatient Programs