United Community and Family Services

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Satisfied %

100%

100%

100%

100%

98%

95%

79%

79%

✓ Goal Met

(Based on 62 FY19 Surveys)

Goal %

80%

80%

80%

80%

80%

80%

80%

80%

Under Goal

State Avg

93%

92%

92%

91%

88%

91%

83%

79%

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

80-100%

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%	
Addiction				
	Outpatient	82	100.0%	

Client Demographics

0-80%

Satisfied % vs Goal%

Consumer Satisfaction Survey

Goal %

Question Domain

✓ Quality and Appropriateness

Participation in Treatment

Satisfied %

General Satisfaction

Respect

Outcome

Recovery

Access

✓ Overall

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Age		#	%	State Avg	Gender		#	%	State Avg
18-25		2	2%	10%	Female		47	57%	4 0%
26-34		11	13%	23%	Male Male		35	43%	▼ 60%
35-44		10	12%	22%	Transgender				0%
45-54		12	15%	20%)				
55-64		35	43%	▲ 19%					
65+	i	12	15%	7%	Race		#	%	State Avg
					White/Caucasian		68	83%	▲ 63%
Ethnicity		#	%	State Avg	Other		8	10%	13%
Non-Hispanic		73	89%	▲ 70%	Asian		3	4%	1%
Hispanic-Other		5	6%	8%	Black/African American		3	4%	▼ 17%
Hisp-Puerto Rican		3	4%	12%	Am. Indian/Native Alaskan				1%
Unknown		1	1%	9%	Multiple Races				1%
1		1	170		Hawaiian/Other Pacific Islander				0%
Hispanic-Cuban				0%	Unknown	1			5%
Hispanic-Mexican				1%	'	•			
-									
		Unique C	Clients	State Avo	> 10% Over State Avg	•	> 10% U	Inder S	tate Avg

Bettors Choice OP Gam 423740

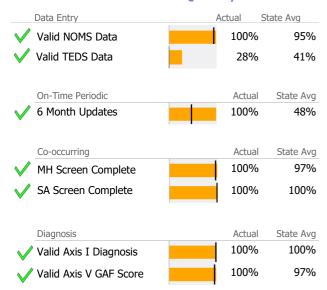
United Community and Family Services Addiction - Outpatient - Gambling Outpatient Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	65	26%	•
Admits	19	14	36%	•
Discharges	22	13	69%	•
Service Hours	679	687	-1%	

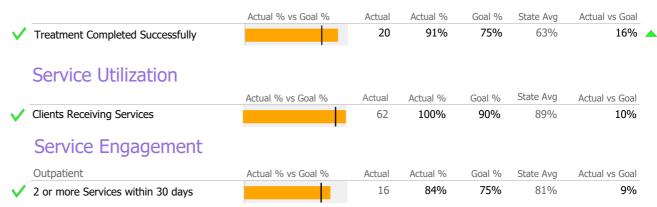
Data Submission Quality

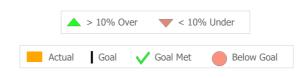


Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions								100%
Discharges								100%
Services								100%
	1	or m	ore Record	s Subn	nitted to	DMHAS		

Discharge Outcomes





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