United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	94	84	12%	▲
	Admits	34	37	-8%	
	Discharges	36	25	44%	▲
	Service Hours	1,303	1,333	-2%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		94	100.0%

Consumer Satisfaction Survey   (Based on 62 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Respect		100%	80%	91%
✓	Access		98%	80%	88%
✓	Overall		95%	80%	91%
🔴	Outcome		79%	80%	83%
🔴	Recovery		79%	80%	79%

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

Client Demographics

Age

		#	%		State Avg
18-25		5	5%		11%
26-34		11	12%	▼	23%
35-44		12	13%		22%
45-54		14	15%		20%
55-64		38	40%	▲	18%
65+		14	15%		6%

Gender

		#	%		State Avg
Female		55	59%	▲	40%
Male		39	41%	▼	60%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		83	88%	▲	69%
Hispanic-Other		8	9%		8%
Hisp-Puerto Rican		2	2%		11%
Unknown		1	1%		11%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

		#	%		State Avg
White/Caucasian		79	84%	▲	62%
Other		9	10%		13%
Asian		3	3%		1%
Black/African American		3	3%	▼	17%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					6%

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity
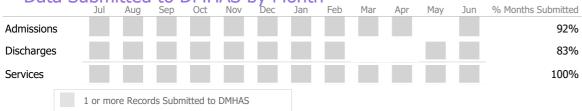
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	84	12%	▲
Admits	34	37	-8%	
Discharges	36	25	44%	▲
Service Hours	1,303	1,333	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		29	81%	75%	59%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		63	100%	90%	96%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		29	85%	75%	78%	10%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	95%
✓	Valid TEDS Data		27%	42%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		94%	71%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	90%
✓	SA Screen Complete		100%	92%

	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	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
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 6 Active Gambling Outpatient Programs