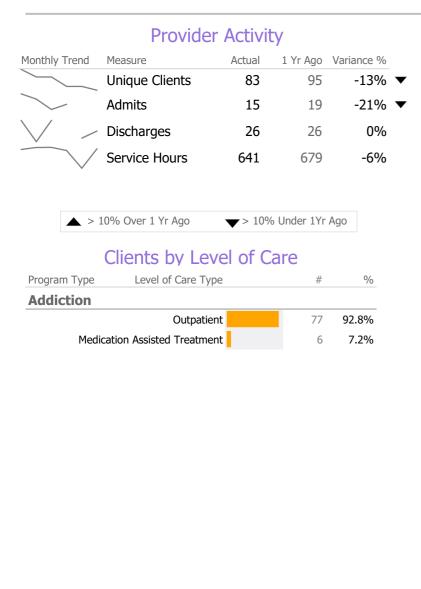
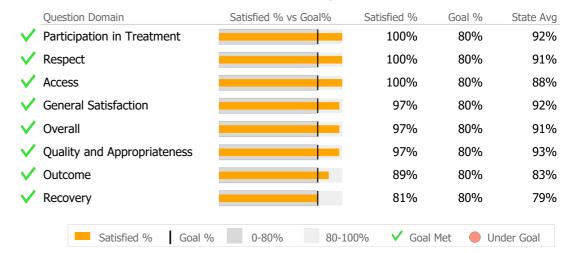
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)



Consumer Satisfaction Survey (Based on 39 FY20 Surveys)



Client Demographics

Age	#	%	State Avg	/g Gender #		%	State Avg	
18-25	5	6%	9%	Female	47	57%		42%
26-34	11	13%	21%	Male 📒 📔	36	43%	▼	58%
35-44	11	13%	22%	Transgender				0%
45-54	14	17%	19%					
55-64	28	34%	▲ 20%					
65+	14	17%	8%	Race	#	%	Sta	te Avg
				White/Caucasian	70	84%		62%
Ethnicity	#	%	State Avg	Other <mark> </mark>	6	7%		13%
Non-Hispanic	73	88%	▲ 70%	Black/African American	5	6%	▼	17%
Hispanic-Other	5	6%	8%	Asian	2	2%		1%
Hisp-Puerto Rican	5	6%	12%	Am. Indian/Native Alaskan				1%
Hispanic-Cuban			0%	Multiple Races				1%
				Hawaiian/Other Pacific Islander				0%
Hispanic-Mexican			0%	Unknown				6%
Unknown			10%					
	Unique Clients State Avg 🔺 > 10% Over State Avg 🔍 > 10% Under State Avg						vg	

Variances in data may be indicative of operational adjustments related to the pandemic.

Bettors Choice OP Gam 423740

United Community and Family Services Addiction - Outpatient - Gambling Outpatient

Goal %

75%

State Avg

72%

Actual vs Goal

1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	82	-6%	
Admits	15	19	-21% 🔻	
Discharges	25	22	14% 🔺	
Service Hours	641	679	-6%	

Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	31%	38%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	99%
SA Screen Complete	93%	99%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Data Submitted to DMHAS by Month

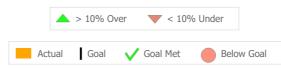


Discharge Outcomes Actual % vs Goal % Actual % Treatment Completed Successfully 19 76%

Service Utilization

Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal Clients Receiving Services 52 98% 90% 95% 8% Service Engagement Outpatient Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal

	Outpatient	Actual % vs Goal %	% Act	tual Actua	al % Goal %	% State Avg	Actual vs Goal	
\checkmark	2 or more Services within 30 days			13 8	37% 75%	6 77%	12%	



* State Avg based on 4 Active Gambling Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.