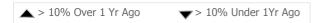**United Community and Family Services**
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)
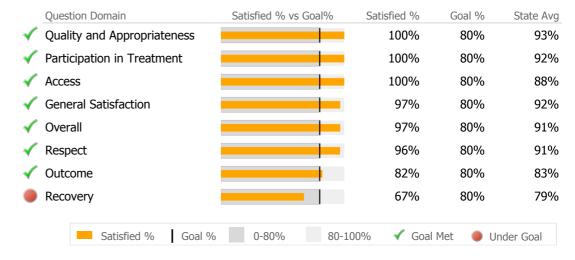
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	104	108	-4%	
	Admits	50	50	0%	
	Discharges	44	51	-14%	▼
	Service Hours	1,600	1,651	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		104	100.0%

Consumer Satisfaction Survey   (Based on 59 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Participation in Treatment		100%	80%	92%
✔	Access		100%	80%	88%
✔	General Satisfaction		97%	80%	92%
✔	Overall		97%	80%	91%
✔	Respect		96%	80%	91%
✔	Outcome		82%	80%	83%
🔴	Recovery		67%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		8	8%		16%
26-34		11	11%	▼	23%
35-44		14	13%		20%
45-54		28	27%		24%
55-64		26	25%	▲	14%
65+		17	16%	▲	4%

Gender

Gender		#	%		State Avg
Female		55	53%	▲	40%
Male		49	47%	▼	60%

Race

Race		#	%		State Avg
White/Caucasian		94	90%	▲	65%
Asian		3	3%		1%
Other		3	3%	▼	14%
Am. Indian/Native Alaskan		2	2%		1%
Black/African American		1	1%	▼	17%
Multiple Races		1	1%		1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		99	95%	▲	75%
Hisp-Puerto Rican		2	2%		12%
Hispanic-Mexican		1	1%		0%
Hispanic-Other		1	1%		6%
Unknown		1	1%		6%
Hispanic-Cuban					0%

Unique Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Bettors Choice OP Gam 423740
United Community and Family Services
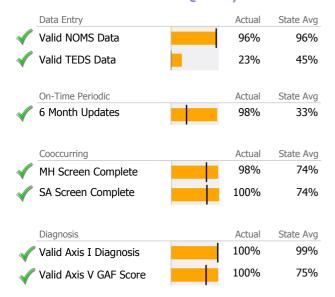Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	108	-4%	▼
Admits	50	50	0%	
Discharges	44	51	-14%	▼
Service Hours	1,600	1,651	-3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		24	55%	75%	66%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		60	92%	90%	75%	2%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	96%
✓	Valid TEDS Data	23%	45%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	33%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	98%	74%
✓	SA Screen Complete	100%	74%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	75%

Service Engagement

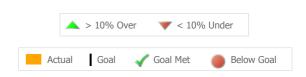| Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		35	71%	75%	69%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢		▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs