United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	89	85	5%	
	Admits	16	26	-38%	▼
	Discharges	19	10	90%	▲
	Service Hours	991	889	11%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	89	100.0%

Consumer Satisfaction Survey   (Based on 73 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		99%	80%	92%
✔	Quality and Appropriateness		99%	80%	93%
✔	Respect		98%	80%	91%
✔	Participation in Treatment		97%	80%	92%
✔	Overall		97%	80%	91%
✔	Access		97%	80%	88%
✔	Outcome		88%	80%	83%
✔	Recovery		87%	80%	79%

Legend: ▮ Satisfied % | Goal % � 0-80% ▮ 80-100% ✔ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	2	2%	▼	13%
26-34	5	6%	▼	23%
35-44	10	11%		19%
45-54	20	22%		22%
55-64	30	34%	▲	17%
65+	22	25%	▲	5%

Gender

Gender	#	%		State Avg
Female	55	62%	▲	41%
Male	34	38%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	83	93%	▲	74%
Hisp-Puerto Rican	3	3%		12%
Hispanic-Mexican	1	1%		1%
Hispanic-Other	1	1%		7%
Unknown	1	1%		6%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	76	85%	▲	65%
Asian	6	7%		1%
Other	3	3%		13%
Black/African American	2	2%	▼	16%
Multiple Races	1	1%		1%
Unknown	1	1%		3%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	85	5%	
Admits	16	26	-38%	▼
Discharges	19	10	90%	▲
Service Hours	991	889	11%	▲
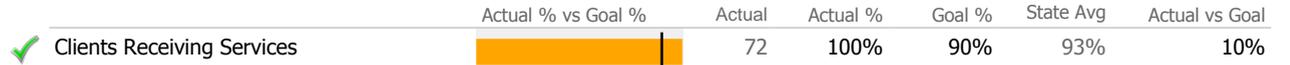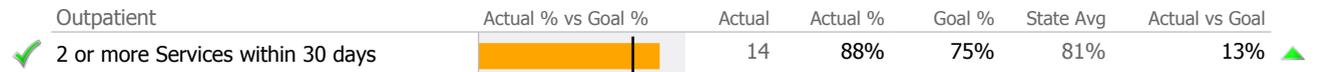
Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	97%
✔	Valid TEDS Data	19%	27%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	98%	79%

Cooccurring		Actual	State Avg
	MH Screen Complete	83%	95%
	SA Screen Complete	91%	97%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	87%
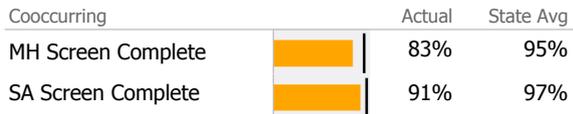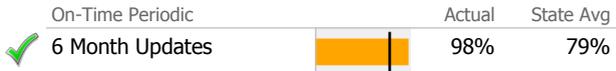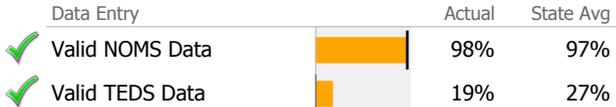
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▓	▓	▓	▓	▓	83%
Discharges	▓	▓	▓	▓	▓	▓	100%
Services	▓	▓	▓	▓	▓	▓	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		12	63%	75%	87%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		72	100%	90%	93%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		14	88%	75%	81%	13%	▲

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 9 Active Gambling Outpatient Programs