United Community and Family Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	100	104	-4%	
	Admits	43	50	-14%	▼
	Discharges	46	44	5%	
	Service Hours	1,458	1,600	-9%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		100	100.0%

Consumer Satisfaction Survey   (Based on 58 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		98%	80%	92%
✔	General Satisfaction		98%	80%	92%
✔	Quality and Appropriateness		98%	80%	93%
✔	Respect		98%	80%	91%
✔	Overall		95%	80%	91%
✔	Access		93%	80%	88%
✔	Outcome		82%	80%	83%
🔴	Recovery		76%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		1	1%	▼	16%
26-34		6	6%	▼	24%
35-44		15	15%		19%
45-54		29	29%		23%
55-64		30	30%	▲	14%
65+		19	19%	▲	4%

Gender

Gender		#	%		State Avg
Female		62	62%	▲	40%
Male		38	38%	▼	60%

Race

Race		#	%		State Avg
White/Caucasian		87	87%	▲	66%
Asian		4	4%		1%
Black/African American		4	4%	▼	17%
Am. Indian/Native Alaskan		2	2%		1%
Other		2	2%	▼	13%
Multiple Races		1	1%		1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		97	97%	▲	75%
Hisp-Puerto Rican		2	2%		12%
Hispanic-Mexican		1	1%		1%
Hispanic-Cuban					0%
Hispanic-Other					6%
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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	104	-4% ▼
Admits	43	50	-14% ▼
Discharges	46	44	5%
Service Hours	1,458	1,600	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		20	43%	75%	41%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		61	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		35	85%	75%	77%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%
✔ Valid TEDS Data		21%	36%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		49%	22%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	78%

Data Submitted to DMHAS by Month

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