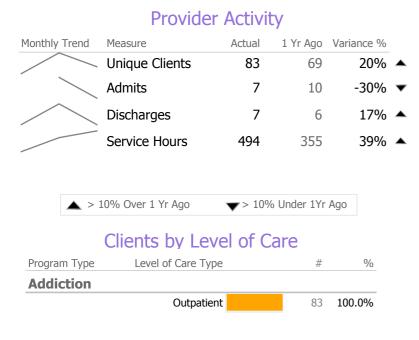
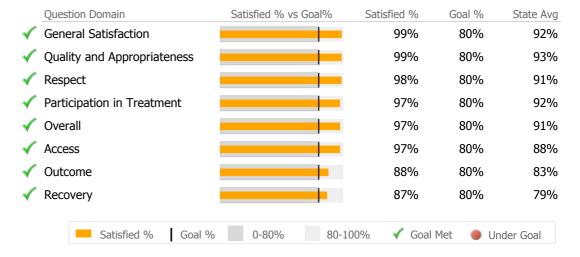
United Community and Family Services Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Ouality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)



Consumer Satisfaction Survey (Based on 73 FY16 Surveys)



Client Demographics

Age 18-25 | 26-34 | 35-44 | 45-54 | 55-64 | 65+ |

Ethnicity Non-Hispanic Hisp-Puerto Rican Hispanic-Mexican Hispanic-Other Unknown Hispanic-Cuban

	#	%	State Avg	Gender	#	%	State Avg	
	2	2%	12%	Female	53	64%	۸	42%
	4	5%	▼ 22%	Male 🦰 📔	30	36%	▼	58%
	10	12%	19%	Transgender				0%
	18	22%	23%					
	29	35%	▲ 18%					
	20	24%	▲ 6%	Race	#	%	Sta	ate Avg
				White/Caucasian	72	87%		65%
	#	%	State Avg	Asian	5	6%		1%
L	77	93%	▲ 75%	Other	3	4%		13%
	3	4%	12%	Black/African American	1	1%	▼	16%
	1	1%	1%	Multiple Races	1	1%		1%
	1	1%	7%	Unknown	1	1%		3%
				Am. Indian/Native Alaskan				1%
	1	1%	6%	Hawaiian/Other Pacific Islander				0%
			0%	1				
Unique Clients State Avg Avg > 10% Over State Avg V > 10% Under State Avg								Avg

Bettors Choice OP Gam 423740

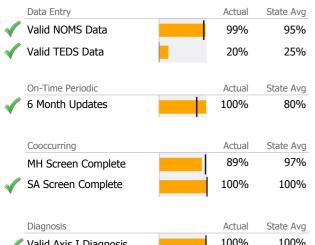
United Community and Family Services Addiction - Outpatient - Gambling Outpatient

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	69	20%	
Admits	7	10	-30%	▼
Discharges	7	6	17%	
Service Hours	494	355	39%	

Data Submission Quality

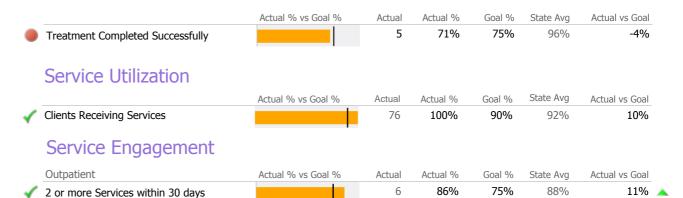


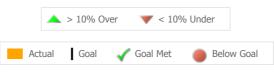
🗸 Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	86%

Data Submitted to DMHAS by Month



Discharge Outcomes





* State Avg based on 9 Active Gambling Outpatient Programs