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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 77 | 82 | -6% | |
| | Admits | 8 | 7 | 14% | ▲ |
| | Discharges | 14 | 6 | 133% | ▲ |
| | Service Hours | 442 | 494 | -11% | ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Addiction** | | | | |
| | Outpatient | | 77 | 100.0% |

## Consumer Satisfaction Survey   (Based on 70 FY17 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | Quality and Appropriateness | | 100% | 80% | 93% |
| ✔ | Participation in Treatment | | 100% | 80% | 92% |
| ✔ | Overall | | 100% | 80% | 91% |
| ✔ | Respect | | 100% | 80% | 91% |
| ✔ | Access | | 100% | 80% | 88% |
| ✔ | General Satisfaction | | 99% | 80% | 92% |
| ✔ | Outcome | | 94% | 80% | 83% |
| | Recovery | | 79% | 80% | 79% |

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

## Client Demographics

### Age

| Age | | # | % | | State Avg |
|---|---|---|---|---|---|
| 18-25 | | 2 | 3% | | 11% |
| 26-34 | | 5 | 6% | ▼ | 22% |
| 35-44 | | 10 | 13% | | 19% |
| 45-54 | | 12 | 16% | | 22% |
| 55-64 | | 31 | 40% | ▲ | 19% |
| 65+ | | 17 | 22% | ▲ | 6% |

### Gender

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 50 | 65% | ▲ | 41% |
| Male | | 27 | 35% | ▼ | 58% |
| Transgender | | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Non-Hispanic | | 74 | 96% | ▲ | 74% |
| Hispanic-Other | | 1 | 1% | | 7% |
| Hisp-Puerto Rican | | 1 | 1% | ▼ | 13% |
| Unknown | | 1 | 1% | | 6% |
| Hispanic-Cuban | | | | | 0% |
| Hispanic-Mexican | | | | | 1% |

### Race

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 68 | 88% | ▲ | 65% |
| Asian | | 5 | 6% | | 1% |
| Other | | 2 | 3% | | 13% |
| Black/African American | | 1 | 1% | ▼ | 16% |
| Multiple Races | | 1 | 1% | | 1% |
| Am. Indian/Native Alaskan | | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | | 0% |
| Unknown | | | | | 3% |

| ▮ 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 77 | 82 | -6% | |
| Admits | 8 | 7 | 14% | ▲ |
| Discharges | 14 | 6 | 133% | ▲ |
| Service Hours | 442 | 494 | -11% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 10 | 71% | 75% | 43% | -4% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 63 | 100% | 90% | 94% | 10% |

## Service Engagement

| | Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | 2 or more Services within 30 days | | 8 | 100% | 75% | 69% | 25% ▲ |

## Data Submission Quality

| | Data Entry | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | Valid NOMS Data | | 100% | 82% |
| ✔ | Valid TEDS Data | | 23% | 17% |

| | On-Time Periodic | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | 6 Month Updates | | 100% | 78% |

| | Cooccurring | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | MH Screen Complete | | 100% | 87% |
| ✔ | SA Screen Complete | | 100% | 89% |

| | Diagnosis | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | Valid Axis I Diagnosis | | 100% | 100% |
| ✔ | Valid Axis V GAF Score | | 100% | 100% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 8 Active Gambling Outpatient Programs