John J. Driscoll United Labor Agency Inc.
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	82	77	6%
	Admits	48	55	-13% ▼
	Discharges	53	48	10%
	Service Hours	423	397	7%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		82	100.0%

Consumer Satisfaction Survey   (Based on 29 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Access		96%	80%	88%
✓	Participation in Treatment		96%	80%	92%
✓	Quality and Appropriateness		95%	80%	93%
✓	Outcome		95%	80%	83%
✓	Overall		90%	80%	91%
✓	Recovery		88%	80%	79%
✓	Respect		83%	80%	91%

Legend: ▮ Satisfied % | Goal % ▯ 0-80% ▯ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	7	9%	14%
26-34	14	17%	24%
35-44	16	20%	20%
45-54	30	37% ▲	22%
55-64	15	18%	16%
65+			5%

Gender

Gender	#	%	State Avg
Male	64	78% ▲	60%
Female	18	22% ▼	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	71	87% ▲	74%
Hisp-Puerto Rican	11	13%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			6%

Race

Race	#	%	State Avg
Black/African American	36	44% ▲	17%
White/Caucasian	34	41% ▼	65%
Other	11	13%	13%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Unknown			3%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Riverview Ctr Voc Reh 863270
John J. Driscoll United Labor Agency Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	77	6%
Admits	48	55	-13% ▼
Discharges	53	48	10%
Service Hours	423	397	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		40	49%	35%	38%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		29	100%	90%	75%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	31%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 7 Active Employment Services Programs