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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	79	70	13%	▲
	Admits	45	36	25%	▲
	Discharges	18	30	-40%	▼
	Service Hours	363	324	12%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		79	100.0%

Consumer Satisfaction Survey   (Based on 34 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Access		97%	80%	88%
✓	Quality and Appropriateness		96%	80%	93%
✓	Overall		94%	80%	91%
✓	Outcome		94%	80%	83%
✓	Respect		86%	80%	91%
✓	Recovery		84%	80%	79%

Satisfied %		Goal %		0-80%		80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		3	4%	12%
26-34		11	14%	23%
35-44		19	24%	20%
45-54		24	30%	22%
55-64		21	27%	18%
65+		1	1%	6%

Gender

Gender		#	%	State Avg
Male		51	65%	59%
Female		28	35%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		69	87%	▲	74%
Hisp-Puerto Rican		10	13%		13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%
Unknown					6%

Race

Race		#	%		State Avg
White/Caucasian		43	54%	▼	65%
Black/African American		24	30%	▲	16%
Other		9	11%		13%
Am. Indian/Native Alaskan		3	4%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	70	13%	▲
Admits	45	36	25%	▲
Discharges	18	30	-40%	▼
Service Hours	363	324	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		38	48%	35%	35%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		52	85%	90%	80%	-5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	62%

Data Submitted to DMHAS by Month

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