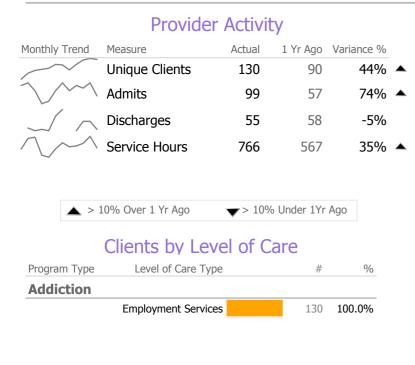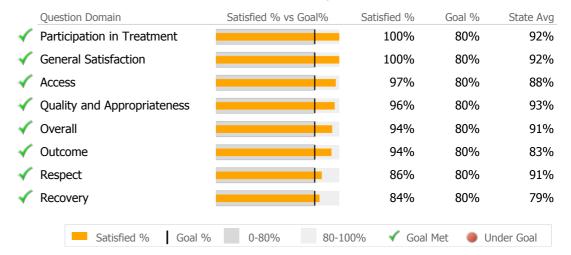**John J. Driscoll United Labor Agency Inc.**
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	130	90	44%	▲
	Admits	99	57	74%	▲
	Discharges	55	58	-5%	
	Service Hours	766	567	35%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		130	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%

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

Client Demographics

Age		#	%	State Avg
18-25		5	4%	13%
26-34		22	17%	24%
35-44		32	25%	20%
45-54		43	33% ▲	21%
55-64		27	21%	16%
65+		1	1%	5%

Gender		#	%	State Avg
Male		88	68%	60%
Female		42	32%	40%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		110	85% ▲	72%
Hisp-Puerto Rican		19	15%	12%
Unknown		1	1%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				7%

Race		#	%	State Avg
White/Caucasian		71	55%	64%
Black/African American		38	29% ▲	17%
Other		18	14%	13%
Am. Indian/Native Alaskan		3	2%	1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				4%

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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	130	90	44%	▲
Admits	99	57	74%	▲
Discharges	55	58	-5%	
Service Hours	766	567	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		65	49%	35%	34%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	100%	90%	87%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		59%	48%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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