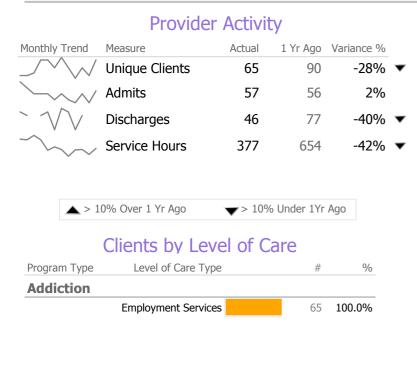
#### John J. Driscoll United Labor Agency Inc.

New Britain, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)



#### **Consumer Satisfaction Survey** (Based on 38 FY14 Surveys) Question Domain Satisfied % Goal % Satisfied % vs Goal% State Avg Quality and Appropriateness $\checkmark$ 100% 80% 93% General Satisfaction 97% 80% 92% Overall 97% 80% 91% 97% 80% 88% Access Participation in Treatment 80% 92% 97% Respect 96% 80% 91% Recovery 79% 88% 80% Outcome 83% 80% 83%

## **Client Demographics**

0-80%

Age

18-25

26-34

35-44 📒

45-54

55-64

65+

**Ethnicity** 

Non-Hispanic

Hispanic-Other

Hisp-Puerto Rican

Hispanic-Cuban Hispanic-Mexican

Unknown

Satisfied %

Goal %

#	%	State Avg	Gender	#	%	State Avg
3	5%	▼ 16%	Male 🗾	50	77%	▲ 60%
8	12%	<b>▼</b> 24%	Female 📒 📔	15	23%	▼ 40%
11	17%	19%				
30	46%	<b>▲</b> 23%				
13	20%	14%	Race	#	%	State Avg
		4%	White/Caucasian	41	63%	66%
			Black/African American 📕	19	29%	<b>▲</b> 17%
#	%	State Avg	Other	3	5%	13%
63	97%	▲ 75%	Am. Indian/Native Alaskan	2	3%	1%
1	2%	6%	Asian			1%
1	2%	12%	Multiple Races			1%
		0%	Hawaiian/Other Pacific Islander			0%
			Unknown			3%
		1%				
		6%				

80-100%

🖌 Goal Met

Under Goal

### **Riverview Ctr Voc Reh 863270**

John J. Driscoll United Labor Agency Inc. Addiction - Employment Services - Employment Services

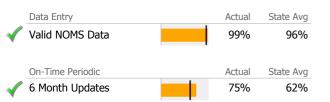
#### Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	90	-28% 🔻
Admits	57	56	2%
Discharges	46	77	-40% 🔻
Service Hours	377	654	-42% 🔻

# Data Submission Quality



### 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 mo	re Recor	ds Subn	nitted to	DMHAS								

▲ > 10% Over ▼ < 10% Under Actual Goal ✓ Goal Met Below Goal

\* State Avg based on 7 Active Employment Services Programs

### Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Employed		37	51%	35%	46%	16%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		26	96%	90%	88%	6%	