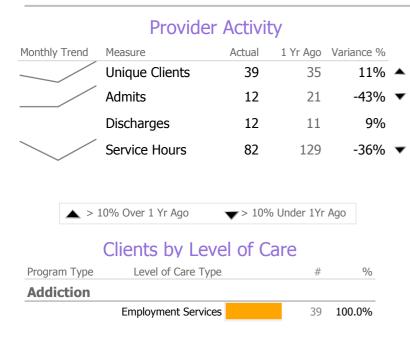
John J. Driscoll United Labor Agency Inc.

New Britain, CT

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)



consumer suc	israction Survey	(200000 011 20	,	- /
Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Av
General Satisfaction		100%	80%	929
Overall		100%	80%	919
Access		100%	80%	880
Quality and Appropriateness		95%	80%	93
Recovery		95%	80%	79'
Participation in Treatment		94%	80%	92
Respect		93%	80%	919
Outcome		89%	80%	839

Consumer Satisfaction Survey (Based on 23 FY15 Surveys)

Client Demographics

Age	#	%	State Avg	Gender	#	%	Sta	te Avg
18-25	2	5%	13%	Male 🗾	30	77%		58%
26-34 📕	4	10%	▼ 22%	Female 🧧 📔	9	23%	▼	42%
35-44	8	21%	19%					
45-54	14	36%	▲ 24%					
55-64	11	28%	▲ 17%	Race	#	%	Sta	te Avg
65+			5%	White/Caucasian 📒	19	49%	▼	66%
•				Black/African American	17	44%		16%
Ethnicity	#	%	State Avg	Am. Indian/Native Alaskan	2	5%		0%
Non-Hispanic	39	100	75%	Other	1	3%		13%
		%	_	Asian				1%
Hispanic-Cuban			0%	Multiple Races				1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander				0%
Hispanic-Other			6%	Unknown				3%
Hisp-Puerto Rican			▼ 12%	-				
Unknown			5%					
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder S	tate A	vg

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	35	11% 🔺	
Admits	12	21	-43% 🔻	
Discharges	12	11	9%	
Service Hours	82	129	-36% 🔻	

Data Submission Quality

Data Entry	Actu	ual State Avg
Valid NOMS Data	95	% 96%
	•	
On-Time Periodic	Actu	ual State Avg
6 Month Updates	100	% 68%

Data Submitted to DMHAS by Month

	Ju	I Aug	Sep	% Months Submitted		
Admission	s			100%		
Discharge	5			67%		
Services				100%		
	1 or more Records Submitted to DMHAS					

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		20	51%	35%	35%	16%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	89%	90%	69%	-1%

	> 10% O	ver 🛛 🔻 < 109	% Under
Actual	Goal	🖌 Goal Met	Below Goal

* State Avg based on 7 Active Employment Services Programs