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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	58	21%	▲
	Admits	36	34	6%	
	Discharges	27	23	17%	▲
	Service Hours	324	201	61%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		70	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		5	7%	13%
26-34		13	19%	23%
35-44		13	19%	19%
45-54		27	39% ▲	22%
55-64		12	17%	17%
65+				5%

Gender

Gender		#	%		State Avg
Male		56	80%	▲	59%
Female		14	20%	▼	41%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		61	87% ▲	74%
Hisp-Puerto Rican		9	13%	12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				7%
Unknown				6%

Race

Race		#	%		State Avg
Black/African American		33	47%	▲	16%
White/Caucasian		27	39%	▼	65%
Other		9	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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	58	21%	▲
Admits	36	34	6%	
Discharges	27	23	17%	▲
Service Hours	324	201	61%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		33	47%	35%	36%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		41	95%	90%	80%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	45%

Data Submitted to DMHAS by Month

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