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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)
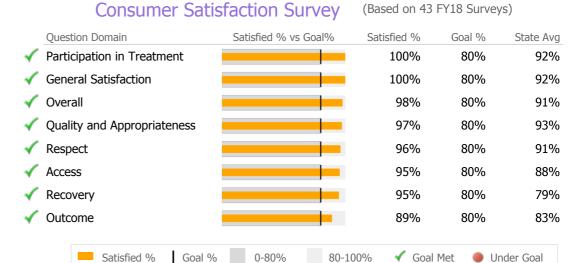
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	106	63	68%	▲
	Admits	28	29	-3%	
	Discharges	46	4	1050%	
	Service Hours	233	213	9%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		106	100.0%

Consumer Satisfaction Survey   (Based on 43 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		100%	80%	92%
✔	General Satisfaction		100%	80%	92%
✔	Overall		98%	80%	91%
✔	Quality and Appropriateness		97%	80%	93%
✔	Respect		96%	80%	91%
✔	Access		95%	80%	88%
✔	Recovery		95%	80%	79%
✔	Outcome		89%	80%	83%

▬ Satisfied %	▎ Goal %	▓ 0-80%	░ 80-100%	✔ Goal Met	⬤ Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		4	4%	10%
26-34		18	17%	22%
35-44		23	22%	20%
45-54		32	30%	21%
55-64		27	25%	19%
65+		2	2%	7%

Gender

		#	%		State Avg
Male		73	69%	▲	58%
Female		33	31%		41%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		92	87%	▲	71%
Hisp-Puerto Rican		14	13%		13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%
Unknown					8%

Race

		#	%		State Avg
White/Caucasian		54	51%	▼	63%
Black/African American		37	35%	▲	16%
Other		13	12%		13%
Am. Indian/Native Alaskan		1	1%		1%
Unknown		1	1%		5%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

▬ 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	63	68%	▲
Admits	28	29	-3%	
Discharges	46	4	1050%	▲
Service Hours	233	213	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		51	48%	35%	29%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		49	82%	90%	70%	-8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	56%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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