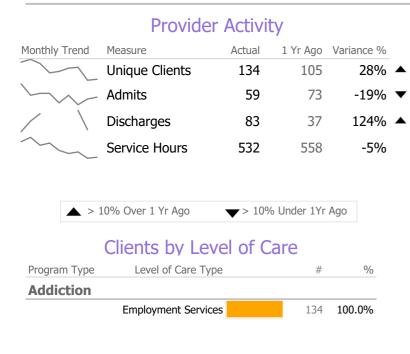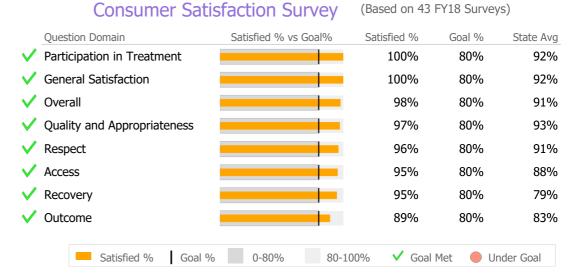**John J. Driscoll United Labor Agency Inc.**
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	134	105	28%	▲
	Admits	59	73	-19%	▼
	Discharges	83	37	124%	▲
	Service Hours	532	558	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		134	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%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	4	3%	12%
26-34	25	19%	24%
35-44	33	25%	21%
45-54	39	29%	20%
55-64	31	23%	17%
65+	2	1%	6%

Gender

Gender	#	%	State Avg
Male	89	66%	60%
Female	45	34%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	117	87%	▲	71%
Hisp-Puerto Rican	17	13%		13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				7%
Unknown				9%

Race

Race	#	%		State Avg
White/Caucasian	73	54%		63%
Black/African American	43	32%	▲	16%
Other	16	12%		14%
Am. Indian/Native Alaskan	1	1%		1%
Unknown	1	1%		5%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

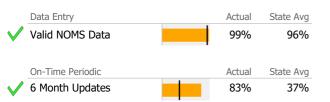Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	105	28%	▲
Admits	59	73	-19%	▼
Discharges	83	37	124%	▲
Service Hours	532	558	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		77	56%	35%	29%	21%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	80%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	37%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■				■	■		56%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 11 Active Employment Services Programs