John J. Driscoll United Labor Agency Inc.
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	89	94	-5%	
	Admits	55	66	-17%	▼
	Discharges	77	60	28%	▲
	Service Hours	654	603	9%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		89	100.0%

Consumer Satisfaction Survey   (Based on 23 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		100%	80%	92%
✔	Respect		100%	80%	91%
✔	Access		100%	80%	88%
✔	Overall		96%	80%	91%
✔	Quality and Appropriateness		94%	80%	93%
✔	Participation in Treatment		90%	80%	92%
✔	Recovery		89%	80%	79%
✔	Outcome		82%	80%	83%

Satisfied %		Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		10	11%	16%
26-34		12	13%	23%
35-44		18	20%	20%
45-54		37	42% ▲	24%
55-64		12	13%	14%
65+				4%

Gender

Gender		#	%		State Avg
Male		71	80%	▲	60%
Female		18	20%	▼	40%

Race

Race		#	%	State Avg
White/Caucasian		54	61%	65%
Black/African American		24	27%	17%
Other		8	9%	14%
Am. Indian/Native Alaskan		3	3%	1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		81	91%	▲	75%
Hisp-Puerto Rican		6	7%		12%
Hispanic-Other		1	1%		6%
Unknown		1	1%		6%
Hispanic-Cuban					0%
Hispanic-Mexican					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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	94	-5%	
Admits	55	66	-17%	▼
Discharges	77	60	28%	▲
Service Hours	654	603	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		45	49%	35%	44%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	88%	10%
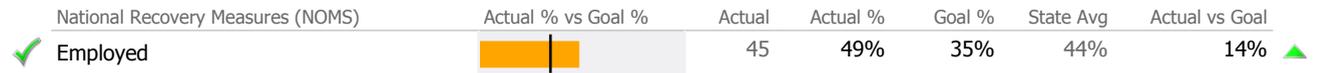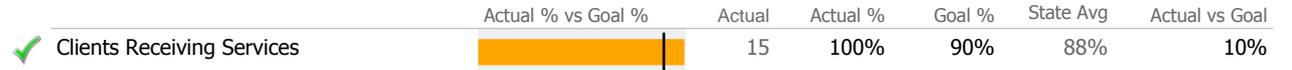
Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪			83%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
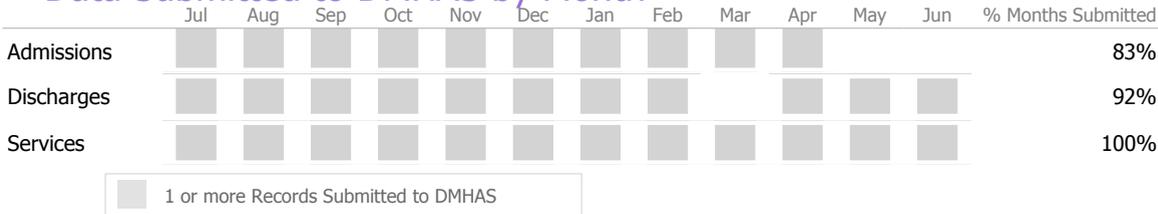
▲ > 10% Over	▼ < 10% Under

▇ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Employment Services Programs