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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	65	90	-28%	▼
	Admits	57	56	2%	
	Discharges	46	77	-40%	▼
	Service Hours	377	654	-42%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		65	100.0%

Consumer Satisfaction Survey   (Based on 38 FY14 Surveys)

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

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

Client Demographics

Age

Age		#	%		State Avg
18-25		3	5%	▼	16%
26-34		8	12%	▼	24%
35-44		11	17%		19%
45-54		30	46%	▲	23%
55-64		13	20%		14%
65+					4%

Gender

Gender		#	%		State Avg
Male		50	77%	▲	60%
Female		15	23%	▼	40%

Race

Race		#	%		State Avg
White/Caucasian		41	63%		66%
Black/African American		19	29%	▲	17%
Other		3	5%		13%
Am. Indian/Native Alaskan		2	3%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		63	97%	▲	75%
Hispanic-Other		1	2%		6%
Hisp-Puerto Rican		1	2%		12%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Unknown					6%

▮ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	90	-28%	▼
Admits	57	56	2%	
Discharges	46	77	-40%	▼
Service Hours	377	654	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		37	51%	35%	46%	16%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	88%	6%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		75%	62%

Data Submitted to DMHAS by Month

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