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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	64	53	21%	▲
	Admits	30	19	58%	▲
	Discharges	4	8	-50%	▼
	Service Hours	212	203	5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		64	100.0%

Consumer Satisfaction Survey   (Based on 34 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Access		97%	80%	88%
✓	Quality and Appropriateness		96%	80%	93%
✓	Overall		94%	80%	91%
✓	Outcome		94%	80%	83%
✓	Respect		86%	80%	91%
✓	Recovery		84%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		3	5%	11%
26-34		9	14%	22%
35-44		16	25%	19%
45-54		20	31%	22%
55-64		15	23%	19%
65+		1	2%	6%

Gender

Gender		#	%	State Avg
Male		42	66%	58%
Female		22	34%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		56	88%	▲	74%
Hisp-Puerto Rican		8	13%		13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%
Unknown					6%

Race

Race		#	%		State Avg
White/Caucasian		32	50%	▼	65%
Black/African American		22	34%	▲	16%
Other		8	13%		13%
Am. Indian/Native Alaskan		2	3%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	53	21%	▲
Admits	30	19	58%	▲
Discharges	4	8	-50%	▼
Service Hours	212	203	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		22	34%	35%	39%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		48	80%	90%	69%	-10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✅ 6 Month Updates		70%	66%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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