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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	66	57	16%	▲
	Admits	5	17	-71%	▼
	Discharges	41	1	4000%	
	Service Hours	60	159	-62%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		66	100.0%

Consumer Satisfaction Survey   (Based on 22 FY20 Surveys)

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

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

Client Demographics

Age

	#	%	State Avg
18-25	3	5%	8%
26-34	9	14%	21%
35-44	17	26%	22%
45-54	12	18%	20%
55-64	23	35% ▲	20%
65+	2	3%	9%

Gender

	#	%	State Avg
Male	44	67%	58%
Female	22	33%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	59	89% ▲	69%
Hisp-Puerto Rican	6	9%	12%
Hispanic-Other	1	2%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	11%

Race

	#	%	State Avg
White/Caucasian	42	64%	63%
Black/African American	17	26%	16%
Other	7	11%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

Legend: ▬ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	57	16%	▲
Admits	5	17	-71%	▼
Discharges	41	1	4000%	▲
Service Hours	60	159	-62%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		32	48%	35%	29%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		19	73%	90%	37%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	35%

Data Submitted to DMHAS by Month

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

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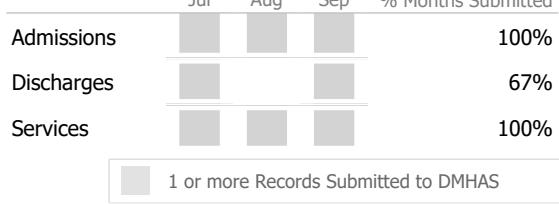
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.