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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	73	71	3%	
	Admits	12	31	-61%	▼
	Discharges	41	24	71%	▲
	Service Hours	130	283	-54%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		73	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%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	3	4%	9%
26-34	9	12%	21%
35-44	20	27%	22%
45-54	14	19%	19%
55-64	25	34% ▲	20%
65+	2	3%	8%

Gender

Gender	#	%	State Avg
Male	49	67%	58%
Female	24	33%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	66	90% ▲	70%
Hisp-Puerto Rican	6	8%	12%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			10%

Race

Race	#	%	State Avg
White/Caucasian	46	63%	62%
Black/African American	20	27%	17%
Other	7	10%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

▬ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	71	3%	
Admits	12	31	-61%	▼
Discharges	41	24	71%	▲
Service Hours	130	283	-54%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		36	49%	35%	29%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		27	82%	90%	60%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	81%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		81%	35%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪		▪				33%
Services	▪	▪	▪	▪	▪	▪	100%

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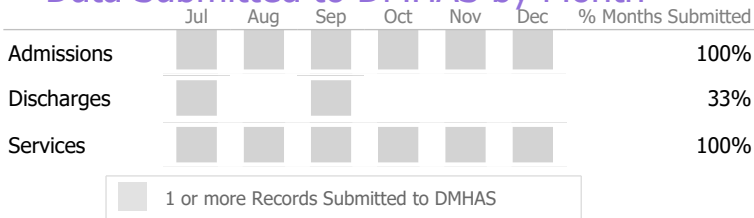
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Employment Services Programs

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