

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	82	87	-6%
	Admits	21	48	-56% ▼
	Discharges	54	26	108% ▲
	Service Hours	227	396	-43% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Employment Services	82	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	#	%	State Avg
18-25	4	5%	10%
26-34	11	13%	22%
35-44	21	26%	23%
45-54	16	20%	19%
55-64	27	33% ▲	19%
65+	3	4%	8%

Gender	#	%	State Avg
Male	57	70% ▲	58%
Female	25	30% ▼	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	71	87% ▲	69%
Hisp-Puerto Rican	10	12%	12%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	48	59%	62%
Black/African American	23	28% ▲	17%
Other	11	13%	13%
Am. Indian/Native Alaskan			0%
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 - March 2021 (Data as of Jun 28, 2021)

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Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		41	49%	35%	29%	14% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		27	93%	90%	79%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		51%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■				■		■	44%
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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