

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	86	87	-1%
	Admits	27	48	-44% ▼
	Discharges	63	26	142% ▲
	Service Hours	283	433	-35% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Employment Services	86	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	12	14%	22%
35-44	21	24%	23%
45-54	19	22%	19%
55-64	27	31% ▲	18%
65+	3	3%	7%

Gender	#	%	State Avg
Male	61	71% ▲	59%
Female	25	29% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	75	87% ▲	68%
Hisp-Puerto Rican	10	12%	11%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			12% ▼

Race	#	%	State Avg
White/Caucasian	50	58%	61%
Black/African American	25	29% ▲	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

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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		44	49%	35%	31%	14% ▲

Service Utilization

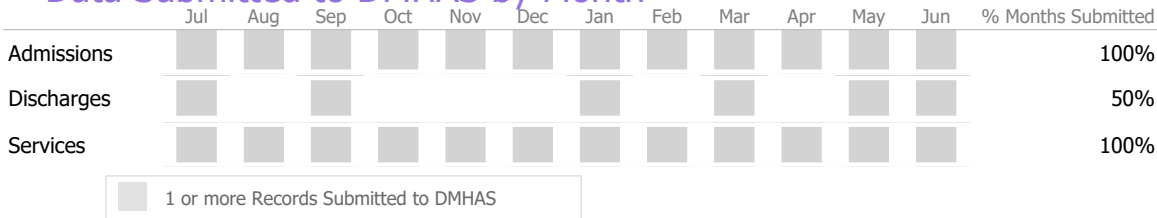
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		26	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		54%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active Employment Services Programs

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