John J. Driscoll United Labor Agency Inc.
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	89	65	37%	▲
	Admits	67	57	18%	▲
	Discharges	60	46	30%	▲
	Service Hours	528	377	40%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		89	100.0%

Consumer Satisfaction Survey   (Based on 23 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		100%	80%	92%
✔	Overall		100%	80%	91%
✔	Access		100%	80%	88%
✔	Quality and Appropriateness		95%	80%	93%
✔	Recovery		95%	80%	79%
✔	Participation in Treatment		94%	80%	92%
✔	Respect		93%	80%	91%
✔	Outcome		89%	80%	83%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		5	6%		15%
26-34		13	15%		24%
35-44		16	18%		19%
45-54		36	40%	▲	22%
55-64		19	21%		15%
65+					4%

Gender

Gender		#	%		State Avg
Male		71	80%	▲	60%
Female		18	20%	▼	40%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		83	93%	▲	75%
Hisp-Puerto Rican		6	7%		12%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%
Unknown					6%

Race

Race		#	%		State Avg
White/Caucasian		44	49%	▼	65%
Black/African American		35	39%	▲	16%
Other		7	8%		13%
Am. Indian/Native Alaskan		2	2%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Asian					1%
Multiple Races					1%
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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	65	37%	▲
Admits	67	57	18%	▲
Discharges	60	46	30%	▲
Service Hours	528	377	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		47	50%	35%	46%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	85%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	53%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■		■	■	■			■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

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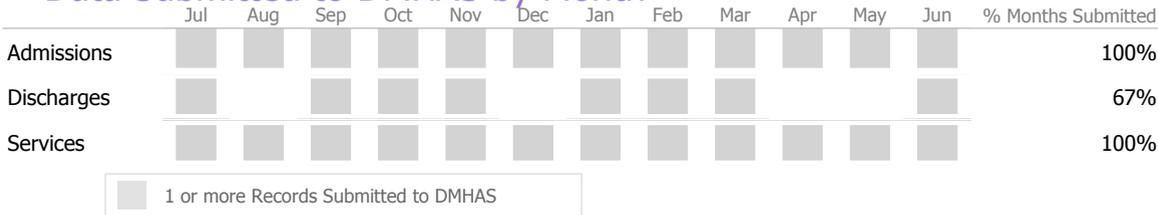
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 7 Active Employment Services Programs