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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)
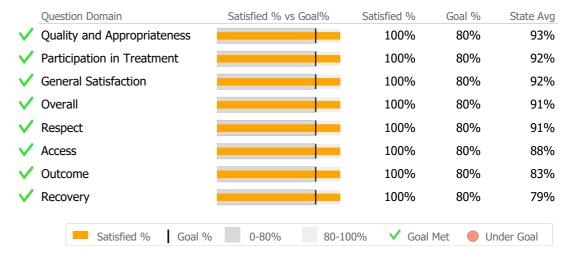
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	57	106	-46%	▼
	Admits	17	28	-39%	▼
	Discharges	1	46	-98%	▼
	Service Hours	157	233	-33%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		57	100.0%

Consumer Satisfaction Survey   (Based on 35 FY19 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		100%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		1	2%		9%
26-34		12	21%		22%
35-44		18	32%	▲	21%
45-54		11	19%		20%
55-64		14	25%		20%
65+		1	2%		7%

Gender

Gender		#	%	State Avg
Male		38	67%	59%
Female		19	33%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		51	89%	▲	71%
Hisp-Puerto Rican		6	11%		12%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%
Unknown					9%

Race

Race		#	%	State Avg
White/Caucasian		37	65%	64%
Black/African American		14	25%	16%
Other		6	11%	13%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				5%

▮ 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 2019 - September 2019   (Data as of Dec 27, 2019)

Program Activity

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		30	53%	35%	27%	18%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		39	70%	90%	52%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	75%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		74%	28%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 14 Active Employment Services Programs