Easter Seals of Capital Region and Eastern CT
Windsor, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	97	112	-13%	▼
	Admits	40	53	-25%	▼
	Discharges	38	50	-24%	▼
	Service Hours	1,795	2,627	-32%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	62	61.4%
	Education Support	39	38.6%

Consumer Satisfaction Survey   (Based on 62 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%
✓ Recovery		98%	80%	79%
✓ Outcome		86%	80%	83%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✓ Goal Met ⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	18	19%	10%
26-34	26	27%	22%
35-44	25	26%	23%
45-54	13	13%	19%
55-64	13	13%	19%
65+	2	2%	8%

Gender

Gender	#	%	State Avg
Male	61	63%	58%
Female	36	37%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	78	80%	▲	69%
Hisp-Puerto Rican	11	11%		12%
Hispanic-Other	8	8%		8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Unknown			▼	11%

Race

Race	#	%	State Avg
White/Caucasian	53	55%	62%
Black/African American	26	27%	17%
Other	15	15%	13%
Asian	3	3%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Legend: ▮ 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.

Easter Seals Capital Region Eastern CT
Easter Seals of Capital Region and Eastern CT
Mental Health - 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)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	71	-13%	▼
Admits	25	33	-24%	▼
Discharges	25	32	-22%	▼
Service Hours	659	1,483	-56%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		36	57%	35%	42%	22%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		36	95%	90%	97%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢		▢	▢		▢			56%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Employment Services Programs

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

Supported Education 609272
Easter Seals of Capital Region and Eastern CT
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	46	-15%	▼
Admits	15	20	-25%	▼
Discharges	13	18	-28%	▼
Service Hours	1,136	1,145	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Enrolled in Educational Program		30	77%	35%	69%	42%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	96%	90%	91%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	89%
Discharges			▪	▪	▪			▪	▪	56%
Services	▪			▪	▪		▪	▪		56%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✓ Goal Met   ● Below Goal
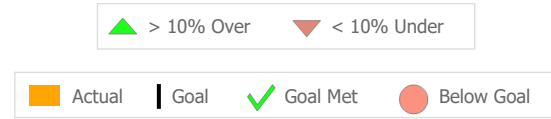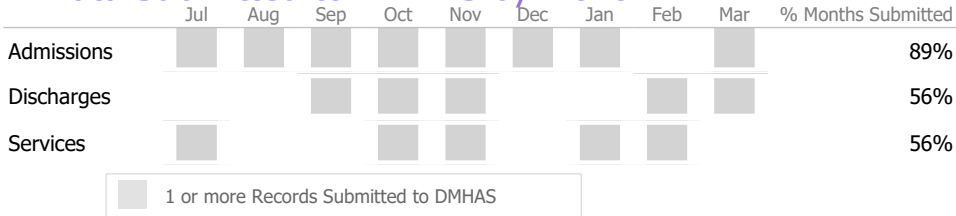
* State Avg based on 5 Active Education Support Programs

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