

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	53	91	-42% ▼
	Admits	16	37	-57% ▼
	Discharges	28	43	-35% ▼
	Service Hours	1,038	2,527	-59% ▼

### Consumer Satisfaction Survey

(Based on 30 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Access		83%	80%	88%

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

■ Satisfied %    |    Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Education Support	39	73.6%
	Employment Services	14	26.4%

### Client Demographics

Age	#	%	State Avg
18-25	7	13%	10%
26-34	18	34% ▲	20%
35-44	11	21%	24%
45-54	10	19%	18%
55-64	4	8% ▼	19%
65+	3	6%	9%

Gender	#	%	State Avg
Male	35	66%	59%
Female	18	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	41	77%	68%
Hispanic-Other	6	11%	9%
Hisp-Puerto Rican	6	11%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			12% ▼

Race	#	%	State Avg
White/Caucasian	29	55%	61%
Black/African American	14	26%	17%
Other	10	19%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			7%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

## 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 2022 - March 2023 (Data as of Jul 03, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	37	5%
Admits	16	15	7%
Discharges	14	15	-7%
Service Hours	1,038	1,312	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		24	62%	35%	70%	27% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■	■	■	■	■	89%
Discharges	■		■	■	■	■	■	■	■	89%
Services	■				■	■	■	■	■	67%

■ 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.