

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	39	53	-26% ▼
	Admits	11	16	-31% ▼
	Discharges	6	28	-79% ▼
	Service Hours	992	1,038	-4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Education Support	39	100.0%

Consumer Satisfaction Survey

(Based on 17 FY23 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	6	15%	9%
26-34	15	38% ▲	20%
35-44	8	21%	25%
45-54	6	15%	18%
55-64	2	5% ▼	19%
65+	2	5%	10%

Gender	#	%	State Avg
Male	26	67%	59%
Female	13	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	74%	64%
Hispanic-Other	6	15%	10%
Hisp-Puerto Rican	4	10%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			14% ▼

Race	#	%	State Avg
White/Caucasian	19	49%	59%
Black/African American	13	33% ▲	17%
Other	6	15%	12%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

■ 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	39	0%
Admits	11	16	-31% ▼
Discharges	6	14	-57% ▼
Service Hours	992	1,038	-4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		28	72%	35%	72%	37% ▲

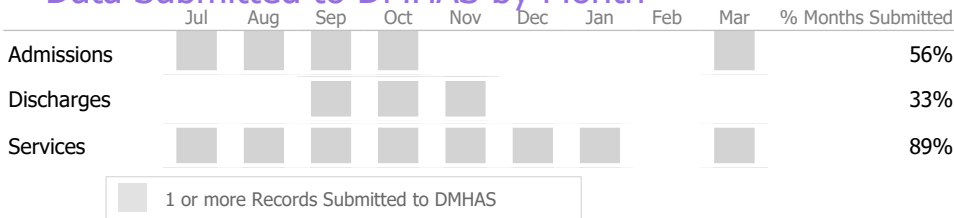
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		33	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		96%

Data Submitted to DMHAS by Month



▲ > 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.