

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	39	42	-7%
	Admits	2	5	-60% ▼
	Discharges		4	-100% ▼
	Service Hours	323	265	22% ▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ Access	100% 100%	100%	80%	88%
✓ Participation in Treatment	96% 96%	96%	80%	92%
✓ Respect	95% 95%	95%	80%	91%
✓ Outcome	83% 83%	83%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lighter grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	15%	9%	Male	25	64%	58%
26-34	10	26%	18%	Female	14	36%	41%
35-44	10	26%	25%	Transgender/Other			0%
45-54	9	23%	18%	Race			
55-64	2	5% ▼	19%	White/Caucasian	18	46%	59%
65+	2	5%	11%	Black/African American	13	33%	17%
				Other	6	15%	12%
Ethnicity	#	%	State Avg	Am. Indian/Native Alaskan	1	3%	1%
Non-Hispanic	30	77% ▲	64%	Asian	1	3%	1%
Hispanic-Other	5	13%	12%	Multiple Races			1%
Hisp-Puerto Rican	4	10%	10%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%	Unknown			8%
Hispanic-Mexican			1%				
Unknown			13% ▼				

Orange bar: Unique Clients | Grey bar: 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

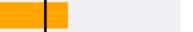
Program Quality Dashboard

Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		18	46%	35%	80%	11% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	100%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 5 Active Education Support Programs

 1 or more Records Submitted to DMHAS