Easter Seals of Greater Hrtfd Rehab Center Inc.
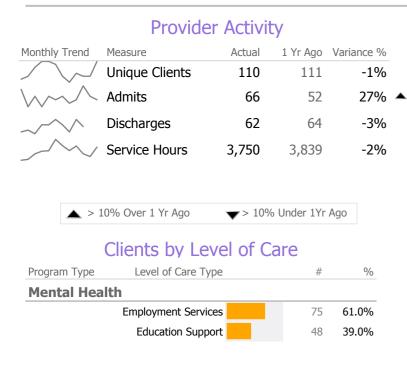Windsor, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	110	111	-1%	
	Admits	66	52	27%	▲
	Discharges	62	64	-3%	
	Service Hours	3,750	3,839	-2%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	75	61.0%
	Education Support	48	39.0%

Consumer Satisfaction Survey   (Based on 71 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		99%	80%	92%
✓	Access		99%	80%	88%
✓	Quality and Appropriateness		97%	80%	93%
✓	Overall		96%	80%	91%
✓	Respect		96%	80%	91%
✓	Participation in Treatment		94%	80%	92%
✓	Recovery		93%	80%	79%
✓	Outcome		89%	80%	83%

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

Client Demographics

Age

		#	%		State Avg
18-25		29	26%	▲	14%
26-34		32	29%		24%
35-44		21	19%		20%
45-54		19	17%		22%
55-64		9	8%		16%
65+					5%

Gender

		#	%	State Avg
Male		75	68%	60%
Female		35	32%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		82	75%	74%
Hisp-Puerto Rican		20	18%	13%
Hispanic-Other		7	6%	7%
Hispanic-Mexican		1	1%	1%
Hispanic-Cuban				0%
Unknown				6%

Race

		#	%		State Avg
White/Caucasian		49	45%	▼	65%
Black/African American		34	31%	▲	16%
Other		24	22%		13%
Asian		1	1%		1%
Multiple Races		1	1%		1%
Hawaiian/Other Pacific Islander		1	1%		0%
Am. Indian/Native Alaskan					1%
Unknown					3%

Legend: ▮ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Easter Seals Capital Region Eastern CT
Easter Seals of Greater Hrtfd Rehab Center Inc.
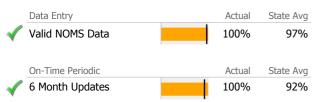Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	74	1%	
Admits	39	34	15%	▲
Discharges	37	38	-3%	
Service Hours	2,085	2,003	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		42	56%	35%	43%	21%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫		▫	100%
Discharges		▫	▫	▫	▫	▫	▫	▫	▫		▫		83%
Services	▫				▫					▫	▫		42%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Supported Education 609272
Easter Seals of Greater Hrtfd Rehab Center Inc.
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	47	2%	
Admits	27	18	50%	▲
Discharges	25	26	-4%	
Service Hours	1,665	1,836	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Enrolled in Educational Program		25	52%	35%	67%	17%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		22	96%	90%	99%	6%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		89%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪	▪	▪			▪		▪	75%
Discharges	▪			▪	▪	▪	▪	▪	▪	▪		▪	75%
Services	▪	▪		▪						▪			33%

▪ 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