

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	35	40	-13%	▼
	Admits	7	3	133%	▲
	Discharges	2	18	-89%	▼
	Service Hours	315	349	-10%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Education Support	35	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	5	14%	8%
26-34	13	37%	▲ 18%
35-44	8	23%	24%
45-54	5	14%	19%
55-64	2	6%	▼ 20%
65+	2	6%	11%

Gender	#	%	State Avg
Male	22	63%	58%
Female	13	37%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	26	74%	66%
Hispanic-Other	5	14%	10%
Hisp-Puerto Rican	4	11%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	18	51%	60%
Black/African American	10	29%	▲ 17%
Other	6	17%	12%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

■ 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 - September 2023 (Data as of Dec 26, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	26	35% ▲
Admits	7	3	133% ▲
Discharges	2	4	-50% ▼
Service Hours	315	349	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		26	74%	35%	72%	39% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		95%

### Data Submitted to DMHAS by Month

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

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

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