

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	37	46	-20% ▼
	Admits	9	9	0%
	Discharges	6	23	-74% ▼
	Service Hours	638	671	-5%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Education Support	37	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	16%	8%
26-34	14	38% ▲	19%
35-44	8	22%	24%
45-54	5	14%	18%
55-64	2	5% ▼	19%
65+	2	5%	10%

Gender	#	%	State Avg
Male	24	65%	59%
Female	13	35%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	28	76% ▲	65%
Hispanic-Other	5	14%	10%
Hisp-Puerto Rican	4	11%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			14% ▼

Race	#	%	State Avg
White/Caucasian	18	49% ▼	60%
Black/African American	12	32% ▲	17%
Other	6	16%	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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	32	16% ▲
Admits	9	9	0%
Discharges	6	9	-33% ▼
Service Hours	638	671	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		28	76%	35%	76%	41% ▲

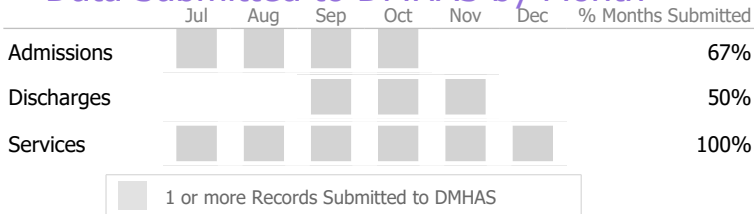
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		99%

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

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