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

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	109	108	1%
	Admits	61	69	-12% ▼
	Discharges	49	55	-11% ▼
	Service Hours	4,099	4,201	-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	69	58.5%
	Education Support	49	41.5%

Consumer Satisfaction Survey   (Based on 58 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		100%	80%	93%
✔ Respect		100%	80%	91%
✔ Access		100%	80%	88%
✔ General Satisfaction		98%	80%	92%
✔ Overall		98%	80%	91%
✔ Participation in Treatment		97%	80%	92%
✔ Recovery		91%	80%	79%
✔ Outcome		87%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	22	20%	16%
26-34	27	25%	24%
35-44	25	23%	19%
45-54	28	26%	23%
55-64	7	6%	14%
65+			4%

Gender

Gender	#	%	State Avg
Male	68	62%	60%
Female	41	38%	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	77	71%	75%
Hisp-Puerto Rican	27	25% ▲	12%
Hispanic-Other	5	5%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race

Race	#	%	State Avg
White/Caucasian	44	40% ▼	66%
Black/African American	34	31% ▲	17%
Other	27	25% ▲	13%
Hawaiian/Other Pacific Islander	3	3%	0%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	69	0%
Admits	32	46	-30% ▼
Discharges	29	32	-9%
Service Hours	2,118	2,170	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		35	51%	35%	39%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		39	98%	90%	96%	8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▯	▯		▯	▯	▯		▯	▯	▯	▯	▯	83%
Discharges		▯	▯			▯		▯	▯		▯	▯	58%
Services	▯	▯	▯	▯	▯	▯	▯	▯	▯				83%

▯ 1 or more Records Submitted to DMHAS
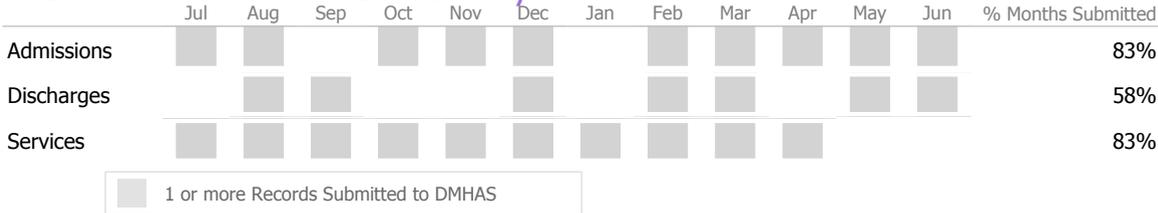
▲ > 10% Over   ▼ < 10% Under

🟧 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	43	14%	▲
Admits	29	23	26%	▲
Discharges	20	23	-13%	▼
Service Hours	1,981	2,032	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Enrolled in Educational Program		24	49%	35%	28%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	97%	90%	98%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		77%	60%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■			■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■				75%
Services	■	■	■	■	■	■	■	■		■			75%

☐ 1 or more Records Submitted to DMHAS
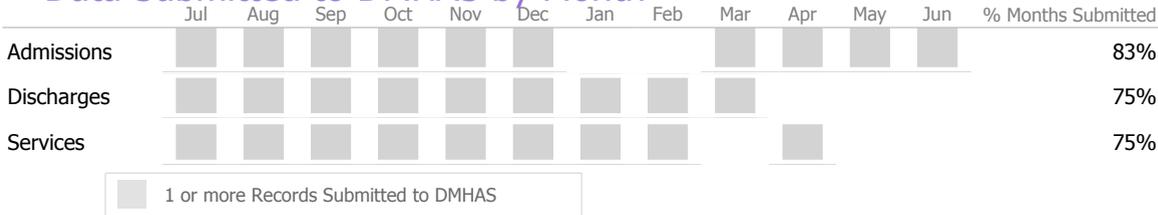
▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 5 Active Education Support Programs