

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	64	60	7%
	Admits	8	14	-43% ▼
	Discharges	8	6	33% ▲
	Service Hours	159	26	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	64	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	5%	8%
26-34	15	23%	21%
35-44	18	28%	22%
45-54	16	25%	20%
55-64	12	19%	20%
65+			9%

Ethnicity	#	%	State Avg
Non-Hispanic	49	77%	69%
Unknown	10	16%	11%
Hisp-Puerto Rican	4	6%	12%
Hispanic-Cuban	1	2%	0%
Hispanic-Mexican			1%
Hispanic-Other			8%

Gender	#	%	State Avg
Female	38	59%	42% ▲
Male	26	41%	58% ▼
Transgender			0%

Race	#	%	State Avg
White/Caucasian	47	73%	63%
Black/African American	7	11%	16%
Multiple Races	4	6%	1%
Unknown	3	5%	5%
Other	2	3%	13%
Am. Indian/Native Alaskan	1	2%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

Survey Data Not Available

SOR - HCWH-Norwich HS

Norwich Human Services

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	60	7%
Admits	8	14	-43% ▼
Discharges	8	6	33% ▲
Service Hours	159	26	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	88%	50%	56%	38% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

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