Norwich Human Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	68	3%	
	Admits	14	24	-42%	▼
	Discharges	17	13	31%	▲
	Service Hours	295	231	28%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Case Management		70	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	3	4%	9%
26-34	17	24%	21%
35-44	19	27%	22%
45-54	18	26%	19%
55-64	13	19%	20%
65+			8%

Ethnicity

	#	%	State Avg
Non-Hispanic	55	79%	70%
Unknown	10	14%	10%
Hisp-Puerto Rican	4	6%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			0%
Hispanic-Other			8%

Gender

	#	%		State Avg
Female	41	59%	▲	42%
Male	29	41%	▼	58%
Transgender				0%

Race

	#	%	State Avg
White/Caucasian	50	71%	62%
Black/African American	8	11%	17%
Multiple Races	4	6%	1%
Unknown	4	6%	6%
Other	2	3%	13%
Am. Indian/Native Alaskan	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Asian			1%

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

Survey Data Not Available

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

SOR - HCWH-Norwich HS
Norwich Human Services
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
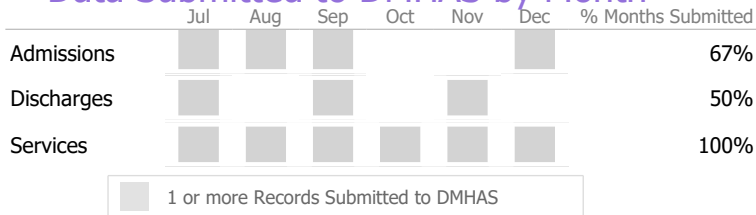Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	68	3%	▲
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Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		14	100%	50%	67%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪			▪	67%
Discharges	▪		▪		▪		50%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

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