Norwich Human Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	75	73	3%	
	Admits	19	29	-34%	▼
	Discharges	17	16	6%	
	Service Hours	405	460	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Case Management		75	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	3	4%	10%
26-34	17	23%	22%
35-44	20	27%	23%
45-54	19	25%	19%
55-64	16	21%	19%
65+			8%

Ethnicity

	#	%		State Avg
Non-Hispanic	60	80%	▲	69%
Unknown	10	13%		11%
Hisp-Puerto Rican	4	5%		12%
Hispanic-Cuban	1	1%		0%
Hispanic-Mexican				0%
Hispanic-Other				8%

Gender

	#	%		State Avg
Female	43	57%	▲	42%
Male	32	43%	▼	58%
Transgender				0%

Race

	#	%	State Avg
White/Caucasian	54	72%	62%
Black/African American	9	12%	17%
Multiple Races	4	5%	1%
Unknown	4	5%	6%
Other	2	3%	13%
Am. Indian/Native Alaskan	1	1%	0%
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
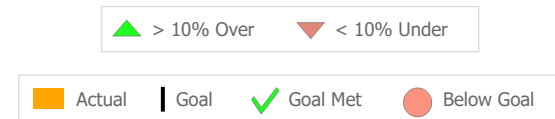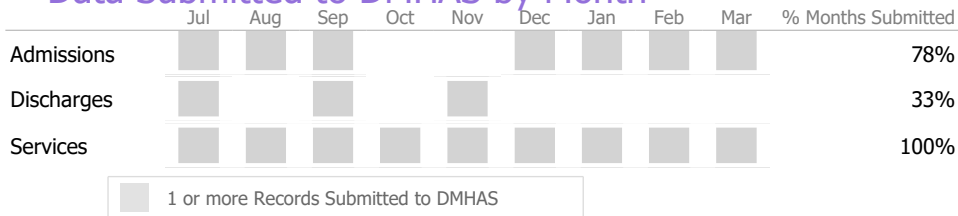Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	73	3%	▲
Admits	19	29	-34%	▼
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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		19	100%	50%	73%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▦	▦	▦			▦	▦	▦	▦	78%
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 23 Active Outreach & Engagement Programs

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