Norwich Human Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	84	82	2%	
	Admits	28	39	-28%	▼
	Discharges	28	28	0%	
	Service Hours	494	629	-22%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Case Management		84	100.0%

Client Demographics

Age

Age	#	%	State Avg
18-25	5	6%	10%
26-34	18	21%	22%
35-44	21	25%	23%
45-54	23	27%	19%
55-64	17	20%	18%
65+			7%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	66	79% ▲	68%
Unknown	12	14%	12%
Hisp-Puerto Rican	5	6%	11%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			0%
Hispanic-Other			8%

Gender

Gender	#	%	State Avg
Female	47	56% ▲	41%
Male	37	44% ▼	59%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	60	71%	61%
Black/African American	10	12%	17%
Multiple Races	4	5%	1%
Unknown	4	5%	6%
Am. Indian/Native Alaskan	3	4%	0%
Other	2	2% ▼	13%
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
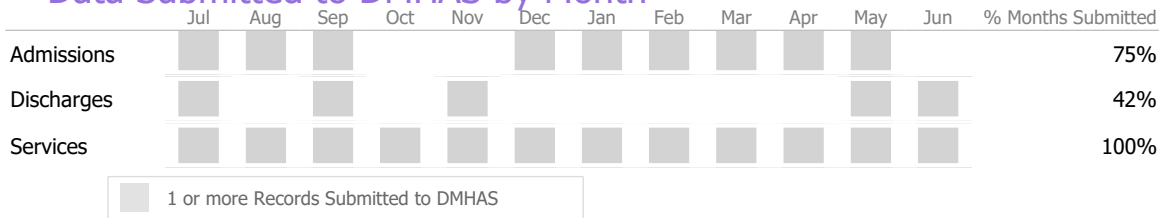Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	82	2%	▲
Admits	28	39	-28%	▼
Discharges	28	28	0%	
Service Hours	494	629	-22%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		25	89%	50%	76%	39%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢			▢	▢	▢	▢	▢	▢		75%
Discharges	▢		▢		▢						▢	▢	42%
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.