

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	63	73	-14% ▼
	Admits	6	17	-65% ▼
	Discharges	12	17	-29% ▼
	Service Hours	101	295	-66% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	63	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	5%	9%
26-34	8	13%	21%
35-44	18	29%	23%
45-54	19	30% ▲	19%
55-64	15	24%	19%
65+			9%

Ethnicity	#	%	State Avg
Non-Hispanic	50	79% ▲	68%
Unknown	9	14%	11%
Hisp-Puerto Rican	4	6%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%

Gender	#	%	State Avg
Female	37	59% ▲	41%
Male	26	41% ▼	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	45	71%	62%
Black/African American	6	10%	17%
Multiple Races	3	5%	1%
Other	3	5%	13%
Unknown	3	5%	6%
Am. Indian/Native Alaskan	2	3%	0%
Hawaiian/Other Pacific Islander	1	2%	0%
Asian			1%

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 2021 - December 2021 (Data as of Apr 18, 2022)

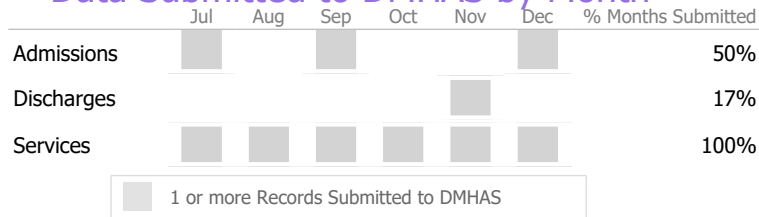
Program Activity

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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		5	83%	50%	84%	33% ▲

Data Submitted to DMHAS by Month



▲ > 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.