Norwich Human Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	40	61	-34%	▼
	Admits	4	4	0%	
	Discharges				
	Service Hours	69	62	11%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Case Management		40	100.0%

Consumer Satisfaction Survey   (Based on 3 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Outcome		100%	80%	83%
●	Recovery		67%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	1	3%		10%
26-34	5	13%		21%
35-44	10	25%		23%
45-54	12	30%	▲	19%
55-64	12	30%		20%
65+				8%

Gender

Gender	#	%		State Avg
Female	23	58%	▲	42%
Male	17	43%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	33	83%	▲	69%
Unknown	5	13%		12%
Hisp-Puerto Rican	2	5%		11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other				8%

Race

Race	#	%	State Avg
White/Caucasian	28	70%	62%
Black/African American	5	13%	17%
Multiple Races	2	5%	1%
Unknown	2	5%	6%
Am. Indian/Native Alaskan	1	3%	1%
Hawaiian/Other Pacific Islander	1	3%	0%
Other	1	3%	12%
Asian			1%

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

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
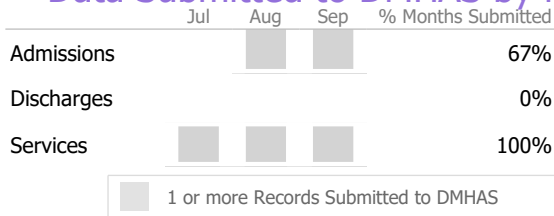Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	61	-34%	▼
Admits	4	4	0%	
Discharges	-	-		
Service Hours	69	62	11%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		4	100%	50%	70%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▉	▉	67%
Discharges				0%
Services	▉	▉	▉	100%

▉ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▉ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on Active Outreach & Engagement Programs

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