Norwich Human Services
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	94	69	36%	▲
	Admits	58	13	346%	
	Discharges	16	34	-53%	▼
	Service Hours	679	176		

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Case Management		94	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	1%	10%
26-34		14	15%	21%
35-44		25	27%	24%
45-54		23	24%	18%
55-64		29	31% ▲	18%
65+		2	2%	9%

Gender

Gender		#	%	State Avg
Female		50	53% ▲	41%
Male		44	47% ▼	59%
Transgender				0%

Race

Race		#	%	State Avg
White/Caucasian		73	78% ▲	60%
Other		6	6%	12%
Black/African American		5	5% ▼	18%
Unknown		4	4%	7%
Multiple Races		3	3%	1%
Am. Indian/Native Alaskan		2	2%	1%
Hawaiian/Other Pacific Islander		1	1%	0%
Asian				1%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		73	78% ▲	67%
Unknown		11	12%	13%
Hisp-Puerto Rican		6	6%	10%
Hispanic-Other		4	4%	9%
Hispanic-Cuban				0%
Hispanic-Mexican				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
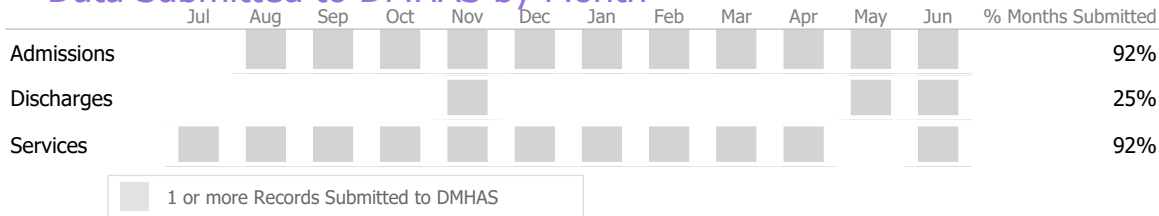Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

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		57	98%	50%	80%	48%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Discharges					▪						▪	▪	25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 25 Active Outreach & Engagement Programs

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