

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	78	40	95%	▲
	Admits		4	-100%	▼
	Discharges				
	Service Hours		69	-100%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	78	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	1%	8%
26-34	9	12%	18%
35-44	19	24%	24%
45-54	20	26%	19%
55-64	26	33%	20%
65+	3	4%	11%

Ethnicity	#	%	State Avg
Non-Hispanic	60	77%	66%
Unknown	10	13%	13%
Hispanic-Other	4	5%	10%
Hisp-Puerto Rican	4	5%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Gender	#	%	State Avg
Female	44	56%	42%
Male	34	44%	58%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	63	81%	60%
Other	5	6%	12%
Black/African American	4	5%	17%
Unknown	3	4%	8%
Am. Indian/Native Alaskan	2	3%	1%
Multiple Races	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	40	95% ▲
Admits	-	4	-100% ▼
Discharges	-	-	
Service Hours	-	69	-100% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	77%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 24 Active Outreach & Engagement Programs

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