Norwalk Hospital
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	598	603	-1%
	Admits	50	26	92% ▲
	Discharges	52	44	18% ▲
	Service Hours	1,756	2,216	-21% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	527	81.8%
	Community Support	117	18.2%

Client Demographics

Age	#	%	State Avg
18-25	19	3%	8%
26-34	59	10%	19%
35-44	107	18%	25%
45-54	94	16%	18%
55-64	143	24%	18%
65+	176	29% ▲	11%

Gender	#	%	State Avg
Female	327	55% ▲	40%
Male	270	45% ▼	59%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	470	79% ▲	64%
Hispanic-Other	79	13%	11%
Hisp-Puerto Rican	37	6%	10%
Hispanic-Mexican	9	2%	1%
Unknown	3	1% ▼	14%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	396	66%	58%
Black/African American	114	19%	17%
Other	68	11%	12%
Asian	7	1%	1%
Unknown	6	1%	9%
Multiple Races	5	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Survey Data Not Available

Community Support Recovery Pathways
Norwalk Hospital
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	117	0%	
Admits	31	23	35%	▲
Discharges	40	30	33%	▲
Service Hours	940	1,219	-23%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	24%	87%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	24	60%	65%	61%	-5%

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	107	90%	60%	80%	30%	▲
✓ Stable Living Situation	117	98%	80%	88%	18%	▲
✓ Employed	28	24%	20%	16%	4%	
● Improved/Maintained Function Score	27	28%	65%	55%	-37%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	79	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 33 Active CSP Programs

Psychiatric Outpatient Clinic
Norwalk Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	527	531	-1%	
Admits	19	3	533%	▲
Discharges	12	14	-14%	▼
Service Hours	817	996	-18%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	89%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	26%	47%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	8%	50%	44%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		32	6%	30%	26%	-24%	▼
● Social Support		173	33%	60%	61%	-27%	▼
● Stable Living Situation		181	34%	95%	74%	-61%	▼
● Improved/Maintained Function Score		1	0%	75%	47%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		233	45%	90%	86%	-45%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■	■		■	■	■	67%
Discharges		■	■	■		■	■		■	67%
Services			■	■	■	■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs