

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	69	84	-18% ▼
	Admits	13	28	-54% ▼
	Discharges	34	28	21% ▲
	Service Hours	176	494	-64% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	69	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	4%	10%
26-34	10	14%	22%
35-44	20	29%	23%
45-54	20	29%	▲ 18%
55-64	16	23%	18%
65+			8%

Gender	#	%	State Avg
Female	42	61%	▲ 41%
Male	27	39%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	54	78%	68%
Unknown	11	16%	12%
Hisp-Puerto Rican	4	6%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			9%

Race	#	%	State Avg
White/Caucasian	50	72%	▲ 61%
Black/African American	6	9%	17%
Unknown	4	6%	6%
Multiple Races	3	4%	1%
Other	3	4%	13%
Am. Indian/Native Alaskan	2	3%	0%
Hawaiian/Other Pacific Islander	1	1%	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 - June 2022 (Data as of Oct 03, 2022)

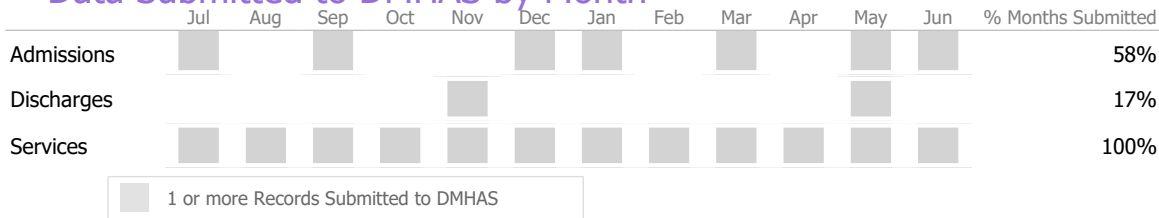
Program Activity

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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		12	92%	50%	86%	42% ▲

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.