

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	57	63	-10%
	Admits	21	6	250% ▲
	Discharges	5	12	-58% ▼
	Service Hours	192	101	91% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	57	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	#	%	State Avg
18-25	1	2%	9%
26-34	8	14%	20%
35-44	13	23%	24%
45-54	16	28%	18%
55-64	19	33% ▲	20%
65+			9%

Gender	#	%	State Avg
Female	33	58% ▲	42%
Male	24	42% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	46	81% ▲	69%
Hisp-Puerto Rican	5	9%	11%
Unknown	5	9%	11%
Hispanic-Other	1	2%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	40	70%	62%
Black/African American	5	9%	17%
Multiple Races	3	5%	1%
Other	3	5%	13%
Unknown	3	5%	6%
Am. Indian/Native Alaskan	2	4%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Asian			1%

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

**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 - December 2022 (Data as of Mar 20, 2023)

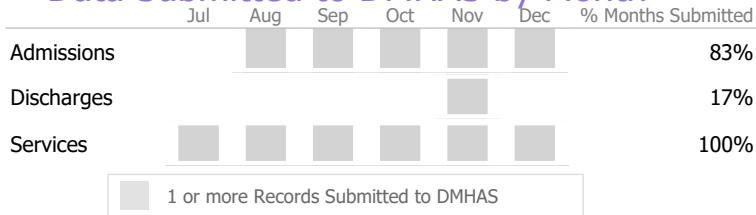
**Program Activity**

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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		21	100%	50%	75%	50% ▲

**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Outreach & Engagement Programs

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