

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	74	66	12%	▲
	Admits	38	9	322%	
	Discharges	5	12	-58%	▼
	Service Hours	371	134	177%	▲

▲ > 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	74	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	1%	10%
26-34	12	16%	20%
35-44	19	26%	24%
45-54	19	26%	18%
55-64	23	31%	19%
65+			9%

Gender	#	%	State Avg
Female	41	55%	41%
Male	33	45%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	57	77%	68%
Unknown	8	11%	12%
Hisp-Puerto Rican	5	7%	11%
Hispanic-Other	4	5%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	53	72%	61%
Other	6	8%	13%
Black/African American	5	7%	17%
Unknown	4	5%	7%
Multiple Races	3	4%	1%
Am. Indian/Native Alaskan	2	3%	1%
Hawaiian/Other Pacific Islander	1	1%	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 - March 2023 (Data as of Jul 03, 2023)

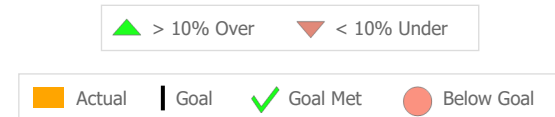
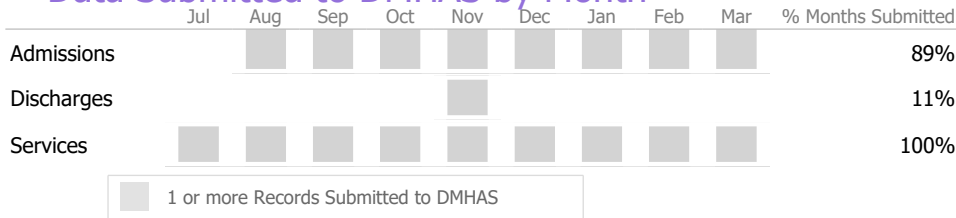
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	66	12% ▲
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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		34	89%	50%	78%	39% ▲

**Data Submitted to DMHAS by Month**



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

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