

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN AL/DRUG TREATMENT CTR (102)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN AL/DRUG TREATMENT CTR (102)

**Clients Admitted and Served
at the Agency (FY04)**
633

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	64	36	0	20	80	73	15	9	0	1	2	20
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	46	25	74	29	33	48	24	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	2	4		7	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	633	Clients	0	Clients	0
Units of Service	0	Units of Service	18,796	Units of Service	0	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	29.7	Avg Days Per Client	0.0	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	51	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	454	68.0	66.2			40.4			38.8
61 Completed Court Commitment			0.0	3	0.4	2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3	78	11.7	10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2	6	0.9	2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	38	5.7	7.3			20.1			5.7
67 AWOL			10.3	63	9.4	9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	26	3.9	2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
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**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	96.7	↓	618	639	17 of 18	☹		
	Community Tenure - 90 days	96.7	95.1	↓	608	639	14 of 18	☹		
	Level of Functioning Improvement	68.9	67.2	↓	398	592	15 of 18	☹		
	Planned Discharges	72.3	69.4	↓	411	592	11 of 18		☹	
	14-Day Followup	26.0	20.2	↓	65	321	9 of 15		☹	
	Initiation of Treatment	98.3	96.6	↓	341	353	16 of 17	☹		
	Engagement in Treatment	9.8	0.8	↓	3	353	17 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	91.2	↓	34	31	35 of 44	☹		
	Incarceration Free	87.0	81.5	↓	27	22	33 of 48		☹	
	Arrest Free	69.8	67.2	↓	180	121	41 of 63		☹	
Post Discharge	Survival	99.0	99.3	↑	# Clients receiving Treatment 667	# Survivors Year after Discharge 662	37 of 62		☹	
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	2.80	↑	5.94	3.15	21 of 52		☹	
	Incarceration	2.11	-5.88	↓	2.94	8.82	44 of 60		☹	
	Arrest	11.19	17.22	↑	32.27	15.05	22 of 66		☹	
	Clients With Wages	-4.76	-2.62	↑	67.66	65.03	31 of 72		☹	
	Median Wages	\$338.70	\$443.10	↑	\$1,649.80	\$2,092.90	29 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	86.1	↓	124	144	40 of 48	☹		
	Favorable Outcomes	91.8	95.1	↑	137	144	21 of 48		☹	
	Service Quality	88.0	90.3	↑	130	144	18 of 48		☹	
	Favorable Time to First Service	92.6	89.4	↓	127	142	37 of 48	☹		
	Convenient Time	94.1	89.4	↓	126	141	43 of 48	☹		

Indicator Summary

Comparing Score
to State Average ↓ = 14 ↑ = 7

Quartiles Bottom Middle 2 Top
☹ = 9 ☹ = 12 ☹ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

VINITA AL/DG TREATMENT CTR (205)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
VINITA AL/DG TREATMENT CTR (205)

**Clients Admitted and Served
at the Agency (FY04)**
325

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	56	44	0	26	73	67	11	17	0	2	3	12
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	50	26	68	48	21	58	26		2		0	0
State Avg	32	21	58	30	18	45	21		3		11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
2	0	3	2	1	8	3	0	0	0	4

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	320	Clients	5	Clients	0
Units of Service	0	Units of Service	9,507	Units of Service	109	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	29.7	Avg Days Per Client	21.8	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	26	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	253	78.1	66.2	4	80.0	40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3	40	12.3	10.1	1	20.0	5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2	4	1.2	2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	21	6.5	7.3			20.1			5.7
67 AWOL			10.3	5	1.5	9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	1	0.3	2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

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VINITA AL/DG TREATMENT CTR (205)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	98.1	↓	316	322	11 of 18		☹	
	Community Tenure - 90 days	96.7	97.5	↑	314	322	9 of 18		☹	
	Level of Functioning Improvement	68.9	77.1	↑	232	301	7 of 18		☹	
	Planned Discharges	72.3	77.4	↑	233	301	7 of 18		☹	
	14-Day Followup	26.0	23.4	↓	11	47	8 of 15		☹	
	Initiation of Treatment	98.3	99.5	↑	184	185	9 of 17		☹	
	Engagement in Treatment	9.8	6.5	↓	12	185	11 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	14	14	1 of 44			☺
	Incarceration Free	87.0	71.4	↓	21	15	38 of 48	☹		
	Arrest Free	69.8	78.3	↑	83	65	22 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	253	253	1 of 62			☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	4.15	↑	6.45	2.30	14 of 52		☹	
	Incarceration	2.11	-10.47	↓	2.33	12.79	55 of 60	☹		
	Arrest	11.19	22.43	↑	34.60	12.17	9 of 66			☺
	Clients With Wages	-4.76	-3.23	↑	63.59	60.37	33 of 72		☹	
	Median Wages	\$338.70	\$382.60	↑	\$1,670.70	\$2,053.30	32 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	95.1	↑	212	223	24 of 48		☹	
	Favorable Outcomes	91.8	98.2	↑	219	223	14 of 48		☹	
	Service Quality	88.0	92.8	↑	207	223	10 of 48			☺
	Favorable Time to First Service	92.6	96.4	↑	214	222	21 of 48		☹	
	Convenient Time	94.1	97.7	↑	216	221	16 of 48		☹	

Indicator Summary

Comparing Score to State Average		↓ = 5	↑ = 16	Quartiles	Bottom	Middle 2	Top
					☹ = 2	☹ = 15	☺ = 4

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE LASTSTOP (214)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

All Adult Clients

Clients Admitted and Served by Level of Care

Discharges

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE LASTSTOP (214)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	94.0	↑	204	217	1 of 58			☺
	Planned Discharges	44.7	91.6	↑	186	203	1 of 60			☺
	Employment	12.5	0.0	↓	0	198	49 of 49	☹		
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free	87.0	97.8	↑	93	91	18 of 48		☹	
	Arrest Free	69.8	66.7	↓	6	4	42 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	99.5	↑	193	192	34 of 62		☹	
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	-10.00	↓	.00	10.00	52 of 52	☹		
	Incarceration	2.11	89.80	↑	94.90	5.10	2 of 60			☺
	Arrest	11.19	33.33	↑	66.67	33.33	2 of 66			☺
	Clients With Wages	-4.76	-10.00	↓	40.00	30.00	59 of 72	☹		
	Median Wages	\$338.70	\$2,515.40	↑	\$3,366.00	\$5,881.40	1 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	71.9	↓	133	185	47 of 48	☹		
	Favorable Outcomes	91.8	87.6	↓	162	185	32 of 48		☹	
	Service Quality	88.0	87.6	↓	162	185	31 of 48		☹	
	Favorable Time to First Service	92.6	88.5	↓	161	182	40 of 48	☹		
	Convenient Time	94.1	91.4	↓	169	185	39 of 48	☹		

Indicator Summary

Comparing Score to State Average		↓ = 9	↑ = 7	Quartiles	Bottom	Middle 2	Top
					☹ = 6	☹ = 5	☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

**Clients Admitted and Served
at the Agency (FY04)**
83

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	77	23	0	15	85	65	21	3	0	3	9	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	33	29	60	36	21	60	22	0		81	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification						
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	2	1	0	3	2	1	0	0	0	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	83
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	7,629
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	91.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	21

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	73	88.0	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	1.2	28.2
63 Moved			0.3			0.2			5.9	8	9.6	2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	1.2	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	20		24.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	6.1	↓	3	49	55 of 58	☹		
	Planned Discharges	44.7	88.3	↑	53	60	3 of 60			☺
	Employment	12.5	0.0	↓	0	48	49 of 49	☹		
	Initiation of Treatment	77.3	72.7	↓	16	22	40 of 60		☹	
	Engagement in Treatment	63.6	45.5	↓	10	22	51 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles	Bottom	Middle 2	Top
					☹ = 3	☹ = 1	☹ = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

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Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORTHWEST CENTER FOR BEHAVIORAL HEALTH (301)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORTHWEST CENTER FOR BEHAVIORAL HEALTH (301)

**Clients Admitted and Served
at the Agency (FY04)**
332

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	74	26	0	27	73	79	6	11	0	4	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	42	32	78	49	17	45	14	0		0	51	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	4	2	1	7	1	0	0	0	2	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	312	Clients	0	Clients	20
Units of Service	0	Units of Service	7,516	Units of Service	0	Units of Service	10
Avg Hours Per Client	0.0	Avg Days Per Client	24.1	Avg Days Per Client	0.0	Avg Hours Per Client	0.5
Avg Daily Census	0	Avg Daily Census	21	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	220	80.3	66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3	41	15.0	10.1			5.7	1	50.0	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	13	4.7	7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	50.0	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	31		9.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORTHWEST CENTER FOR BEHAVIORAL HEALTH (301)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	98.4	↑	306	311	10 of 18		☹	
	Community Tenure - 90 days	96.7	96.8	↑	301	311	10 of 18		☹	
	Level of Functioning Improvement	68.9	75.2	↑	218	290	9 of 18		☹	
	Planned Discharges	72.3	81.0	↑	235	290	5 of 18			☺
	14-Day Followup	26.0	25.9	↓	15	58	6 of 15		☹	
	Initiation of Treatment	98.3	98.5	↑	129	131	12 of 17		☹	
	Engagement in Treatment	9.8	4.6	↓	6	131	14 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	34.3	↓	12	35	32 of 58		☹	
	Planned Discharges	44.7	39.5	↓	17	43	32 of 60		☹	
	Employment	12.5	11.1	↓	2	18	31 of 49		☹	
	Initiation of Treatment	77.3	11.1	↓	1	9	60 of 60	☹		
	Engagement in Treatment	63.6	11.1	↓	1	9	60 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	96.3	↑	27	26	31 of 44		☹	
	Incarceration Free	87.0	66.7	↓	6	4	39 of 48	☹		
	Arrest Free	69.8	68.2	↓	110	75	39 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.2	↓	271	266	50 of 62	☹		
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	6.28	↑	10.88	4.60	7 of 52			☺
	Incarceration	2.11	-5.11	↓	3.65	8.76	40 of 60		☹	
	Arrest	11.19	20.23	↑	39.31	19.08	15 of 66			☺
	Clients With Wages	-4.76	-1.67	↑	71.13	69.46	29 of 72		☹	
	Median Wages	\$338.70	\$222.00	↑	\$2,308.00	\$2,530.00	46 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	91.8	↑	202	220	29 of 48		☹	
	Favorable Outcomes	91.8	95.5	↑	210	220	19 of 48		☹	
	Service Quality	88.0	92.7	↑	204	220	11 of 48			☺
	Favorable Time to First Service	92.6	96.8	↑	213	220	20 of 48		☹	
	Convenient Time	94.1	96.8	↑	212	219	20 of 48		☹	

Indicator Summary

Comparing Score to State Average ↓ = 12 ↑ = 14

Quartiles Bottom Middle 2 Top
☹ = 5 ☹ = 17 ☺ = 4

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HUMAN SKILLS & RESOURCES (461)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HUMAN SKILLS & RESOURCES (461)

**Clients Admitted and Served
at the Agency (FY04)**
518

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	75	25	0	25	74	70	14	10	0	2	2	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	15	11	47	23	6	44	12	1		4	81	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	5	14	4	24	7	0	0	0	1	\$374,583.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	518
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	15,383
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	29.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	42

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	95	34.8	38.8
61 Completed Court Commitment			0.0			2.0			1.8	31	11.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	3	1.1	28.2
63 Moved			0.3			0.2			5.9	1	0.4	2.3
64 Transferred			12.2			2.2			12.6	1	0.4	5.2
65 Incarcerated			0.1			0.1			1.2	8	2.9	2.6
66 Broke Rules			1.4			7.3			20.1	4	1.5	5.7
67 AWOL			10.3			9.8			10.7	67	24.5	6.1
68 Death										1	0.4	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	31	11.4	6.5
70 Treatment Incompatibility										31	11.36	.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	222	64.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HUMAN SKILLS & RESOURCES (461)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	54.5	↑	91	167	19 of 58		☹	
	Planned Discharges	44.7	50.6	↑	86	170	18 of 60		☹	
	Employment	12.5	8.5	↓	5	59	36 of 49		☹	
	Initiation of Treatment	77.3	72.4	↓	262	362	43 of 60		☹	
	Engagement in Treatment	63.6	67.7	↑	245	362	23 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			☺
	Incarceration Free									
	Arrest Free	69.8	100.0	↑	4	4	1 of 63			☺
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 1	# Survivors Year after Discharge 1	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	4.76	↑	4.76	.00	9 of 52			☺
	Incarceration	2.11	-18.52	↓	3.70	22.22	59 of 60	☹		
	Arrest	11.19	12.00	↑	24.00	12.00	40 of 66		☹	
	Clients With Wages	-4.76	4.76	↑	76.19	80.95	9 of 72			☺
	Median Wages	\$338.70	\$1,037.40	↑	\$2,877.90	\$3,915.30	11 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 3 ↑ = 10

Quartiles Bottom Middle 2 Top
☹ = 1 ☹ = 6 ☺ = 6

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE COUNTY DRUG COURT, INC. (462)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (FY04)**
53

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	76	24	0	42	58	80	10	8	0	2	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12	6	40	8	10	64	12	6	0	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	1	1	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	53
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,824
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	34.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	6	19.4	38.8
61 Completed Court Commitment			0.0			2.0			1.8	24	77.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	1	3.2	5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	7	30.4										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 PAYNE COUNTY DRUG COURT, INC. (462)

All Adult
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	10.0	↓	1	10	50 of 58	⊖		
	Planned Discharges	44.7	7.7	↓	1	13	55 of 60	⊖		
	Employment	12.5	0.0	↓	0	1	49 of 49	⊖		
	Initiation of Treatment	77.3	97.0	↑	32	33	4 of 60			☺
	Engagement in Treatment	63.6	97.0	↑	32	33	4 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages	-4.76	100.00	↑	.00	100.00	1 of 72			☺
	Median Wages	\$338.70	\$530.00	↑	\$0.00	\$530.00	21 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 3	↑ = 4	Quartiles	Bottom	Middle 2	Top
				☹ = 3	☹ = 1	☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FOCUS (463)

**Clients Admitted and Served
at the Agency (FY04)**
52

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	60	40	0	40	60	50	0	28	0	3	20	29
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	67	62	48	100	0	75	10	8		92	2	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification						
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	1	0	1	1	0	0	1	1		

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FOCUS (463)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	43.8	29.4	↓	5	17	39 of 58		☹
	Planned Discharges	44.7	22.2	↓	4	18	47 of 60	☹	
	Employment	12.5	25.0	↑	3	12	16 of 49		☹
	Initiation of Treatment	77.3	100.0	↑	34	34	1 of 60		☺
	Engagement in Treatment	63.6	100.0	↑	34	34	1 of 60		☺
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction	91.0	100.0	↑	2	2	1 of 48		☺
	Favorable Outcomes	91.8	100.0	↑	2	2	1 of 48		☺
	Service Quality	88.0	100.0	↑	2	2	1 of 48		☺
	Favorable Time to First Service	92.6	100.0	↑	2	2	1 of 48		☺
	Convenient Time	94.1	100.0	↑	2	2	1 of 48		☺

Indicator Summary									
Comparing Score to State Average		↓ = 2	↑ = 8	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 2	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
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- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

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Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SHEKINAH COUNSELING SERVICES (464)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHEKINAH COUNSELING SERVICES (464)

**Clients Admitted and Served
at the Agency (FY04)**
156

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	33	67	0	35	64	80	11	5	1	1	1	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	30	26	51	40	5	38	6	4	25	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	2	0	1	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	156
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,294
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	14.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	6

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	59	38.6	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	0.7	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	36	23.5	28.2
63 Moved			0.3			0.2			5.9	7	4.6	2.3
64 Transferred			12.2			2.2			12.6	20	13.1	5.2
65 Incarcerated			0.1			0.1			1.2	3	2.0	2.6
66 Broke Rules			1.4			7.3			20.1	14	9.2	5.7
67 AWOL			10.3			9.8			10.7	13	8.5	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	36	27.1										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHEKINAH COUNSELING SERVICES (464)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	48.3	↑	43	89	26 of 58			☹
	Planned Discharges	44.7	41.1	↓	37	90	28 of 60			☹
	Employment	12.5	0.0	↓	0	58	49 of 49	☹		
	Initiation of Treatment	77.3	71.1	↓	81	114	46 of 60	☹		
		63.6	47.4	↓	54	114	48 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 4 ↑ = 1

Quartiles Bottom Middle 2 Top
☹ = 3 ☺ = 2 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROCMND AREA YOUTH SERVICE (466)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROCMND AREA YOUTH SERVICE (466)

**Clients Admitted and Served
at the Agency (FY04)**
5

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	60	40	60	0	40	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	20	20	80	40	0	60	40	20		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	1	0	2	0	0	0	0	1		

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROCMND AREA YOUTH SERVICE (466)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 0 ↑ = 0

Quartiles

Bottom

Middle 2

Top

☹ = 0

☺ = 0

☺ = 0

Please See The Indicator Notes On The Next Page

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Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OKLAHOMA FAMILIES FIRST, INC. (467)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OKLAHOMA FAMILIES FIRST, INC. (467)

**Clients Admitted and Served
at the Agency (FY04)**
28

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	79	21	0	21	79	63	0	38	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43	39	96	71	0	75	8	0	0	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	2	1	0	3	1	0	0	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	28
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,428
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	86.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	6	42.9	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	7.1	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	7.1	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6	3	21.4	5.2
65 Incarcerated			0.1			0.1			1.2	2	14.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										1	7.1	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	1		8.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OKLAHOMA FAMILIES FIRST, INC. (467)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	54.5	↑	6	11	18 of 58		☹	
	Planned Discharges	44.7	55.6	↑	5	9	14 of 60			☺
	Employment	12.5	0.0	↓	0	3	49 of 49	☹		
	Initiation of Treatment	77.3	100.0	↑	8	8	1 of 60			☺
		63.6	100.0	↑	8	8	1 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 1 ↑ = 4

Quartiles Bottom Middle 2 Top
☹ = 1 ☹ = 1 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DAYSPRINGS (469)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DAYSPRINGS (469)

**Clients Admitted and Served
at the Agency (FY04)**
13

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	42	58	67	33	0	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	9	0	17	25	25	67	17	9		27		0
State Avg	32	21	58	30	18	45	21	3		11		24
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	13
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	633
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	48.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DAYSPRINGS (469)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment	77.3	100.0	↑	3	3	1 of 60			☺
	Engagement in Treatment	63.6	100.0	↑	3	3	1 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 0	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 0	☺ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

**Clients Admitted and Served
at the Agency (FY04)**
64

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	11	89	0	19	81	25	63	11	0	0	0	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	10	2	35	3	21	62	17	3		3	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification						
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	2	3	0	5	1	0	0	0	1	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	64
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,341
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	52.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	8	11.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	3	4.2	28.2
63 Moved			0.3			0.2			5.9	1	1.4	2.3
64 Transferred			12.2			2.2			12.6	2	2.8	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	6	8.3	5.7
67 AWOL			10.3			9.8			10.7	32	44.4	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	20	27.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	6		8.5									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	19.4	↓	7	36	47 of 58	☹		
	Planned Discharges	44.7	11.4	↓	5	44	54 of 60	☹		
	Employment	12.5	8.3	↓	3	36	37 of 49		☺	
	Initiation of Treatment	77.3	80.0	↑	40	50	26 of 60		☺	
	Engagement in Treatment	63.6	70.0	↑	35	50	20 of 60		☺	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 2	☺ = 3	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (FY04)**
243

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	24	76	0	33	67	74	11	12	0	3	0	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	28	16	73	27	5	62	22	7		5	1	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification						
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	22	8	0	30	0	0	2	0	18	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	243
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	25,281
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	104.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	69

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	38	14.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	0.8	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	63	24.4	28.2
63 Moved			0.3			0.2			5.9	12	4.7	2.3
64 Transferred			12.2			2.2			12.6	104	40.3	5.2
65 Incarcerated			0.1			0.1			1.2	10	3.9	2.6
66 Broke Rules			1.4			7.3			20.1	6	2.3	5.7
67 AWOL			10.3			9.8			10.7	7	2.7	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	16	6.2	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	35		16.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	29.8	↓	48	161	37 of 58		☹	
	Planned Discharges	44.7	16.9	↓	29	172	50 of 60	☹		
	Employment	12.5	7.0	↓	10	143	40 of 49		☹	
	Initiation of Treatment	77.3	87.7	↑	157	179	12 of 60			☺
	Engagement in Treatment	63.6	81.6	↑	146	179	13 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	75.0	↓	3	4	46 of 48	☹		
	Favorable Outcomes	91.8	50.0	↓	2	4	48 of 48	☹		
	Service Quality	88.0	75.0	↓	3	4	46 of 48	☹		
	Favorable Time to First Service	92.6	50.0	↓	2	4	48 of 48	☹		
	Convenient Time	94.1	100.0	↑	4	4	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 7 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 5 ☹ = 2 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RIVERSIDE COUNSELING (476)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RIVERSIDE COUNSELING (476)

**Clients Admitted and Served
at the Agency (FY04)**
33

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	52	48	0	17	79	93	3	3	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	3	0	45	7	0	41	31	0	6	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	8	1	9	2	0	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	33
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	407
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	12.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	33	100.0	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	10	30.3										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RIVERSIDE COUNSELING (476)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	0.0	↓	0	21	58 of 58	☹		
	Planned Discharges	44.7	0.0	↓	0	21	60 of 60	☹		
	Employment	12.5	100.0	↑	6	6	1 of 49			☺
	Initiation of Treatment	77.3	63.2	↓	12	19	53 of 60	☹		
	Engagement in Treatment	63.6	57.9	↓	11	19	37 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest	11.19	16.67	↑	16.67	.00	23 of 66		☹	
	Clients With Wages	-4.76	.00	↑	100.00	100.00	18 of 72			☺
	Median Wages	\$338.70	\$203.20	↑	\$1,087.20	\$1,290.30	48 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 5 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 3 ☹ = 3 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

JIM TALIAFERRO CMHC (502)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
JIM TALIAFERRO CMHC (502)

**Clients Admitted and Served
at the Agency (FY04)**
64

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	11	89	0	41	59	38	39	16	0	5	2	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16	7	49	28	28	62	3	11	0	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
3	2	6	6		2 19	0	0	6	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	64
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	5,325
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	83.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	15

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	2	3.8	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	1.9	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2	2	3.8	2.6
66 Broke Rules			1.4			7.3			20.1	46	86.8	5.7
67 AWOL			10.3			9.8			10.7	1	1.9	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	1.9	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	49	29.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
JIM TALIAFERRO CMHC (502)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	21.3	↓	10	47	44 of 58		☹	
	Planned Discharges	44.7	28.8	↓	17	59	44 of 60		☹	
	Employment	12.5	9.5	↓	4	42	33 of 49		☹	
	Initiation of Treatment	77.3	89.4	↑	42	47	11 of 60			☺
	Engagement in Treatment	63.6	87.2	↑	41	47	9 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival	99.0	100.0	↑	2	2	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages	-4.76	-100.00	↓	100.00	.00	72 of 72	☹		
	Median Wages	\$338.70	\$1,590.00	↓	\$1,590.00	\$0.00	72 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 5 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 2 ☹ = 3 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

BILL WILLIS MENTAL HEALTH (503)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
BILL WILLIS MENTAL HEALTH (503)

**Clients Admitted and Served
at the Agency (FY04)**
634

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	44	56	0	21	79	69	4	20	0	1	5	4
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	38	30	53	47	14	42	26	2		29	69	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	2	20	10	4	36	2	0	2	0	0	\$347,880.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	147	Clients	0	Clients	510
Units of Service	0	Units of Service	4,511	Units of Service	0	Units of Service	16,492
Avg Hours Per Client	0.0	Avg Days Per Client	30.7	Avg Days Per Client	0.0	Avg Hours Per Client	32.3
Avg Daily Census	0	Avg Daily Census	12	Avg Daily Census	0	Avg Daily Census	45

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	96	72.7	66.2			40.4	139	43.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	9	2.8	4.1
62 Left ACA/ 90 Days			10.3	10	7.6	10.1			5.7	70	22.0	28.2
63 Moved			0.3			0.2			5.9	16	5.0	2.3
64 Transferred			12.2	1	0.8	2.2			12.6	14	4.4	5.2
65 Incarcerated			0.1	1	0.8	0.1			1.2	2	0.6	2.6
66 Broke Rules			1.4	14	10.6	7.3			20.1	21	6.6	5.7
67 AWOL			10.3	9	6.8	9.8			10.7	1	0.3	6.1
68 Death										3	0.9	0.2
69 Failed to Begin Treatment			0.2	1	0.8	2.0			1.7	42	13.2	6.5
70 Treatment Incompatibility										1	.31	.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	149	20.6										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 BILL WILLIS MENTAL HEALTH (503)

All Adult
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	97.8	↓	181	185	14 of 18	☹		
	Community Tenure - 90 days	96.7	96.8	↑	179	185	11 of 18		☹	
	Level of Functioning Improvement	68.9	70.4	↑	114	162	12 of 18		☹	
	Planned Discharges	72.3	73.3	↑	118	161	9 of 18		☹	
	14-Day Followup	26.0	15.4	↓	6	39	12 of 15		☹	
	Initiation of Treatment	98.3	96.6	↓	112	116	17 of 17	☹		
	Engagement in Treatment	9.8	6.0	↓	7	116	12 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	45.9	↑	96	209	28 of 58		☹	
	Planned Discharges	44.7	62.1	↑	131	211	10 of 60			☹
	Employment	12.5	5.6	↓	10	177	44 of 49		☹	
	Initiation of Treatment	77.3	61.1	↓	110	180	55 of 60	☹		
	Engagement in Treatment	63.6	36.7	↓	66	180	55 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	93.3	↓	15	14	32 of 44		☹	
	Incarceration Free	87.0	100.0	↑	6	6	1 of 48			☹
	Arrest Free	69.8	72.0	↑	75	54	30 of 63		☹	
Post Discharge	Survival	99.0	97.9	↓	# Clients receiving Treatment 242	# Survivors Year after Discharge 237	54 of 62	☹		
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	.30	↓	4.53	4.23	35 of 52		☹	
	Incarceration	2.11	7.33	↑	14.66	7.33	10 of 60			☹
	Arrest	11.19	7.53	↓	17.40	9.87	49 of 66		☹	
	Clients With Wages	-4.76	-5.44	↓	61.63	56.19	43 of 72		☹	
	Median Wages	\$338.70	\$731.60	↑	\$1,631.40	\$2,363.00	15 of 72			☹

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	95.1	↑	97	102	23 of 48		☹	
	Favorable Outcomes	91.8	97.1	↑	99	102	16 of 48		☹	
	Service Quality	88.0	87.3	↓	89	102	34 of 48		☹	
	Favorable Time to First Service	92.6	94.1	↑	96	102	25 of 48		☹	
	Convenient Time	94.1	95.0	↑	95	100	31 of 48		☹	

Indicator Summary

Comparing Score
to State Average ↓ = 13 ↑ = 13

Quartiles Bottom Middle 2 Top
 ☹ = 5 ☹ = 17 ☹ = 4

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY & CHILDREN'S SERVICES (541)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY & CHILDREN'S SERVICES (541)

**Clients Admitted and Served
at the Agency (FY04)**
115

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	17	83	75	12	7	0	2	5	16
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	36	20	39	22	30	35	40	0		0	28	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	2	6	0	8	3	0	4	0	1	\$258,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY & CHILDREN'S SERVICES (541)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	29.6	↓	8	27	38 of 58			☹
	Planned Discharges	44.7	50.0	↑	16	32	20 of 60			☹
	Employment	12.5	22.2	↑	4	18	20 of 49			☹
	Initiation of Treatment	77.3	68.0	↓	66	97	50 of 60	☹		
		63.6	58.8	↓	57	97	34 of 60			☹

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		

Indicator Summary

Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 1	☺ = 4	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

EDWIN FAIR CMHC (551)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EDWIN FAIR CMHC (551)

**Clients Admitted and Served
at the Agency (FY04)**
76

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	67	33	0	20	76	87	6	4	0	0	3	4
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	41	26	57	33	23	53	27	1		12	21	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	1		0	1	0	0	0	0		
											\$42,975.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	1	Clients	58
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	695
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	12.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	3	5.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	47	88.7	28.2
63 Moved			0.3			0.2			5.9	1	1.9	2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2	1	1.9	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										1	1.9	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	52	66.7										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EDWIN FAIR CMHC (551)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	7.4	↓	2	27	52 of 58	☹		
	Planned Discharges	44.7	14.3	↓	4	28	53 of 60	☹		
	Employment	12.5	23.8	↑	5	21	17 of 49		☺	
	Initiation of Treatment	77.3	69.2	↓	36	52	49 of 60	☹		
	Engagement in Treatment	63.6	34.6	↓	18	52	56 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			☺
	Incarceration Free	87.0	72.7	↓	11	8	37 of 48	☹		
	Arrest Free	69.8	68.8	↓	16	11	38 of 63		☺	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 105	# Survivors Year after Discharge 105	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	-1.47	↓	1.47	2.94	41 of 52	☹		
	Incarceration	2.11	28.32	↑	34.51	6.19	6 of 60			☺
	Arrest	11.19	16.39	↑	27.87	11.48	25 of 66		☺	
	Clients With Wages	-4.76	-1.47	↑	57.35	55.88	27 of 72		☺	
	Median Wages	\$338.70	-\$59.40	↓	\$2,208.40	\$2,149.10	64 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average ↓ = 8 ↑ = 6

Quartiles Bottom Middle 2 Top
☹ = 7 ☺ = 4 ☺ = 3

Please See The Indicator Notes On The Next Page

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 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

**Clients Admitted and Served
at the Agency (FY04)**
397

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	65	35	0	29	71	88	3	7	0	1	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	37	21	55	38	5	31	16	1		0	46	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	1	1	1	4	1	1	1	0	0	\$791,225.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	159	Clients	237	Clients	0	Clients	26
Units of Service	856	Units of Service	5,974	Units of Service	0	Units of Service	15
Avg Hours Per Client	5.4	Avg Days Per Client	25.2	Avg Days Per Client	0.0	Avg Hours Per Client	0.6
Avg Daily Census	2	Avg Daily Census	16	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	4	100.0	66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days	6	100.0	10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	32	7.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	0.0	↓	0	144	9 of 9	☹		
	Planned Discharges	71.2	97.1	↑	165	170	3 of 9		☹	
	14-Day Follow-up	43.7	67.6	↑	96	142	5 of 7		☹	
	Initiation of Treatment	20.3	2.7	↓	4	150	9 of 9	☹		
	Engagement in Treatment	17.4	2.7	↓	4	150	9 of 9	☹		
Residential	Community Tenure - 30 days	98.2	98.8	↑	238	241	8 of 18		☹	
	Community Tenure - 90 days	96.7	96.7	↑	233	241	12 of 18		☹	
	Level of Functioning Improvement	68.9	2.6	↓	6	227	18 of 18	☹		
	Planned Discharges	72.3	100.0	↑	227	227	1 of 18			☺
	14-Day Followup	26.0	24.1	↓	57	237	7 of 15		☹	
	Initiation of Treatment	98.3	97.8	↓	176	180	14 of 17	☹		
	Engagement in Treatment	9.8	13.3	↑	24	180	6 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	87.5	↓	16	14	37 of 44	☹		
	Incarceration Free	87.0	100.0	↑	13	13	1 of 48			☺
	Arrest Free	69.8	76.8	↑	99	76	25 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.5	↓	407	401	45 of 62		☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	2.45	↑	4.36	1.91	22 of 52		☹	
	Incarceration	2.11	-7.48	↓	3.50	10.98	48 of 60	☹		
	Arrest	11.19	15.57	↑	26.12	10.55	26 of 66		☹	
	Clients With Wages	-4.76	-5.72	↓	60.49	54.77	47 of 72		☹	
	Median Wages	\$338.70	\$345.90	↑	\$1,572.10	\$1,917.90	33 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	96.5	↑	166	172	18 of 48		☹	
	Favorable Outcomes	91.8	95.9	↑	165	172	18 of 48		☹	
	Service Quality	88.0	89.0	↑	153	172	26 of 48		☹	
	Favorable Time to First Service	92.6	91.9	↓	158	172	30 of 48		☹	
	Convenient Time	94.1	96.5	↑	166	172	22 of 48		☹	

Indicator Summary

**Comparing Score
to State Average** ↓ = 11 ↑ = 15

Quartiles **Bottom** **Middle 2** **Top**
☹ = 7 ☹ = 17 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (FY04)**
329

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	55	45	0	27	73	77	10	5	0	2	5	4
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29	16	65	26	14	45	28	2		7	9	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	0	9	19	2	32	0	0	6	0	0	\$438,916.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	2	Clients	0	Clients	0	Clients	327
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	4,685
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	14.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	13

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	42	23.2	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	63	34.8	28.2
63 Moved			0.3			0.2			5.9	13	7.2	2.3
64 Transferred			12.2			2.2			12.6	3	1.7	5.2
65 Incarcerated			0.1			0.1			1.2	11	6.1	2.6
66 Broke Rules			1.4			7.3			20.1	35	19.3	5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										4	2.2	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	10	5.5	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	138		53.5									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RED ROCK BEHAVIORAL HEALTH SVC (553)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	12.7	↓	8	63	49 of 58	☹		
	Planned Discharges	44.7	31.1	↓	19	61	42 of 60		☹	
	Employment	12.5	9.3	↓	4	43	34 of 49		☹	
	Initiation of Treatment	77.3	71.0	↓	184	259	47 of 60	☹		
	Engagement in Treatment	63.6	49.0	↓	127	259	47 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
	Arrest Free	69.8	60.0	↓	5	3	53 of 63	☹		
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	96.4	↓	28	27	61 of 62	☹		
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	-6.25	↓	.00	6.25	51 of 52	☹		
	Incarceration	2.11	-8.33	↓	2.78	11.11	50 of 60	☹		
	Arrest	11.19	13.33	↑	17.78	4.44	37 of 66		☹	
	Clients With Wages	-4.76	-15.63	↓	56.25	40.63	67 of 72	☹		
	Median Wages	\$338.70	\$1,430.10	↑	\$1,409.50	\$2,839.60	6 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average ↓ = 10 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 8 ☹ = 3 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CREEKS MENTAL HEALTH SERVICES (561)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CREEKS MENTAL HEALTH SERVICES (561)

**Clients Admitted and Served
at the Agency (FY04)**
38

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	77	23	0	31	69	63	9	29	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	63	47	83	69	23	60	14	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	0		1	0	0	0	0	0	\$50,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	38
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,615
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	42.5
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8	19	79.2	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	5	20.8	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	4		10.8									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CREEKS MENTAL HEALTH SERVICES (561)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	31.6	↓	6	19	34 of 58			☺
	Planned Discharges	44.7	4.5	↓	1	22	58 of 60	☹		
	Employment	12.5	0.0	↓	0	19	49 of 49	☹		
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 3 ↑ = 0

Quartiles Bottom Middle 2 Top
☹ = 2 ☺ = 1 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORTH CARE CENTER (562)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

All Adult Clients

Clients Admitted and Served by Level of Care

Discharges

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORTH CARE CENTER (562)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	53.8	↑	7	13	21 of 58			☺
	Planned Discharges	44.7	7.1	↓	1	14	56 of 60	☹		
	Employment	12.5	0.0	↓	0	10	49 of 49	☹		
	Initiation of Treatment	77.3	51.1	↓	47	92	58 of 60	☹		
	Engagement in Treatment	63.6	28.3	↓	26	92	59 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	50.0	↓	4	2	56 of 63	☹		
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 57	# Survivors Year after Discharge 57	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest	11.19	.00	↓	6.56	6.56	61 of 66	☹		
	Clients With Wages	-4.76	-17.02	↓	57.45	40.43	68 of 72	☹		
	Median Wages	\$338.70	\$211.60	↑	\$1,641.80	\$1,853.40	47 of 72			☹

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 8	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 7	☺ = 2	☺ = 1

Please See The Indicator Notes On The Next Page

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Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY SUBSTANCE ABUSE CTR (639)

**Clients Admitted and Served
at the Agency (FY04)**
183

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	83	17	0	30	70	52	6	36	0	1	5	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	33	28	80	37	8	61	26	1		2	9	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	1	5	0	0	7	4	0	1	0	7	\$239,700.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	183
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	9,930
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	54.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	27

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	35	28.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	33	27.0	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	0.8	28.2
63 Moved			0.3			0.2			5.9	1	0.8	2.3
64 Transferred			12.2			2.2			12.6	13	10.7	5.2
65 Incarcerated			0.1			0.1			1.2	21	17.2	2.6
66 Broke Rules			1.4			7.3			20.1	2	1.6	5.7
67 AWOL			10.3			9.8			10.7	14	11.5	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	1.6	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		2.5									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY SUBSTANCE ABUSE CTR (639)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	56.1	↑	37	66	15 of 58			☺
	Planned Discharges	44.7	35.8	↓	19	53	36 of 60		☹	
	Employment	12.5	32.0	↑	8	25	8 of 49			☺
	Initiation of Treatment	77.3	92.4	↑	85	92	7 of 60			☺
	Engagement in Treatment	63.6	84.8	↑	78	92	11 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure		(%)	(%)							
	DUI Convictions Free	95.0	100.0	↑	2	2	1 of 44			☺
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
	Arrest Free	69.8	100.0	↑	7	7	1 of 63			☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.1	↓	52	51	52 of 62		☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	4.65	↑	4.65	.00	11 of 52			☺
	Incarceration	2.11	-14.00	↓	.00	14.00	56 of 60		☹	
	Arrest	11.19	17.39	↑	24.64	7.25	21 of 66		☹	
	Clients With Wages	-4.76	-6.98	↓	72.09	65.12	51 of 72		☹	
	Median Wages	\$338.70	\$132.90	↑	\$2,707.00	\$2,839.90	54 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	93.6	↑	44	47	26 of 48		☹	
	Favorable Outcomes	91.8	97.9	↑	46	47	15 of 48		☹	
	Service Quality	88.0	89.4	↑	42	47	24 of 48		☹	
	Favorable Time to First Service	92.6	97.9	↑	46	47	17 of 48		☹	
	Convenient Time	94.1	97.9	↑	46	47	15 of 48		☹	

Indicator Summary

**Comparing Score
to State Average** ↓ = 5 ↑ = 14

Quartiles **Bottom** **Middle 2** **Top**
☹ = 2 ☹ = 9 ☺ = 8

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (FY04)**
1,223

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	62	38	0	22	78	74	12	8	0	1	4	9
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	40	26	61	30	24	42	35		2		4	19
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
6	2	4	9	0	21	11	0	1	0	6	\$2,316,348.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	553	Clients	487	Clients	203	Clients	380
Units of Service	12,218	Units of Service	20,722	Units of Service	16,078	Units of Service	11,384
Avg Hours Per Client	22.1	Avg Days Per Client	42.6	Avg Days Per Client	79.2	Avg Hours Per Client	30.0
Avg Daily Census	33	Avg Daily Census	57	Avg Daily Census	44	Avg Daily Census	31

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	315	70.8	65.1	174	55.9	66.2	55	29.3	40.4	119	36.8	38.8
61 Completed Court Commitment			0.0	1	0.3	2.0			1.8	4	1.2	4.1
62 Left ACA/ 90 Days	1	0.2	10.3	1	0.3	10.1			5.7	16	5.0	28.2
63 Moved			0.3			0.2			5.9	1	0.3	2.3
64 Transferred	3	0.7	12.2	21	6.8	2.2	66	35.1	12.6	15	4.6	5.2
65 Incarcerated	1	0.2	0.1	1	0.3	0.1	2	1.1	1.2	8	2.5	2.6
66 Broke Rules	11	2.5	1.4	19	6.1	7.3	22	11.7	20.1	81	25.1	5.7
67 AWOL	114	25.6	10.3	86	27.7	9.8	40	21.3	10.7	1	0.3	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	8	2.6	2.0	3	1.6	1.7	78	24.1	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	58	4.7										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
12 & 12, INC. (640)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	83.1	↑	481	579	3 of 9	☹		
	Planned Discharges	71.2	78.8	↑	472	599	6 of 9	☹		
	14-Day Follow-up	43.7	69.2	↑	144	208	4 of 7	☹		
	Initiation of Treatment	20.3	29.9	↑	168	562	5 of 9	☹		
	Engagement in Treatment	17.4	25.6	↑	144	562	5 of 9	☹		
Residential	Community Tenure - 30 days	98.2	99.1	↑	466	470	6 of 18	☹		
	Community Tenure - 90 days	96.7	98.5	↑	463	470	5 of 18			☺
	Level of Functioning Improvement	68.9	85.6	↑	362	423	4 of 18			☺
	Planned Discharges	72.3	71.1	↓	300	422	10 of 18		☹	
	14-Day Followup	26.0	45.0	↑	122	271	2 of 15			☺
	Initiation of Treatment	98.3	96.6	↓	196	203	17 of 17	☹		
	Engagement in Treatment	9.8	22.7	↑	46	203	2 of 18			☺
Halfway	Level of Functioning Improvement	67.5	62.3	↓	76	122	7 of 10		☹	
	Planned Discharges	40.5	36.4	↓	60	165	8 of 11		☹	
	Employment	45.3	46.2	↑	42	91	6 of 11		☹	
	Initiation of Treatment	99.3	98.5	↓	66	67	9 of 10	☹		
	Engagement in Treatment	97.9	98.5	↑	66	67	7 of 10		☹	
Outpatient	Level of Functioning Improvement	43.8	61.3	↑	117	191	11 of 58			☺
	Planned Discharges	44.7	57.7	↑	123	213	12 of 60			☺
	Employment	12.5	8.2	↓	7	85	38 of 49		☹	
	Initiation of Treatment	77.3	86.9	↑	172	198	14 of 60			☺
	Engagement in Treatment	63.6	84.8	↑	168	198	10 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	98.1	↑	53	52	29 of 44		☹	
	Incarceration Free	87.0	78.6	↓	56	44	34 of 48		☹	
	Arrest Free	69.8	60.3	↓	305	184	52 of 63	☹		
Post Discharge	Survival	99.0	97.9	↓	# Clients receiving Treatment 991	# Survivors Year after Discharge 970	55 of 62	☹		
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	3.17	↑	5.25	2.08	19 of 52		☹	
	Incarceration	2.11	-5.93	↓	5.01	10.94	45 of 60		☹	
	Arrest	11.19	7.21	↓	29.80	22.59	50 of 66	☹		
	Clients With Wages	-4.76	-7.23	↓	72.65	65.41	52 of 72		☹	
	Median Wages	\$338.70	\$397.50	↑	\$1,620.40	\$2,017.90	30 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	92.0	↑	81	88	28 of 48		☹	
	Favorable Outcomes	91.8	95.4	↑	83	87	20 of 48		☹	
	Service Quality	88.0	89.7	↑	78	87	22 of 48		☹	
	Favorable Time to First Service	92.6	89.7	↓	78	87	34 of 48		☹	
	Convenient Time	94.1	96.6	↑	84	87	21 of 48		☹	

Indicator Summary

Comparing Score to State Average ↓ = 13 ↑ = 23

Quartiles **Bottom** **Middle 2** **Top**
☹ = 5 ☹ = 23 ☺ = 8

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OPPORTUNITIES, INC., CDTC (642)

**Clients Admitted and Served
at the Agency (FY04)**
293

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	62	38	0	28	72	71	9	12	0	3	4	9	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	32	24	64	35	18	52	22		2		1	0	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
12	0	3	0	0	15	1	0	1	0	6	\$481,342.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	19	Clients	248	Clients	18	Clients	46
Units of Service	580	Units of Service	6,573	Units of Service	1,152	Units of Service	447
Avg Hours Per Client	30.5	Avg Days Per Client	26.5	Avg Days Per Client	64.0	Avg Hours Per Client	9.7
Avg Daily Census	2	Avg Daily Census	18	Avg Daily Census	3	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	150	65.8	66.2	2	14.3	40.4	12	27.9	38.8
61 Completed Court Commitment			0.0	24	10.5	2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	15	34.9	28.2
63 Moved			0.3			0.2	2	14.3	5.9	2	4.7	2.3
64 Transferred			12.2	2	0.9	2.2	1	7.1	12.6	2	4.7	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	12	5.3	7.3	6	42.9	20.1	1	2.3	5.7
67 AWOL	2	66.7	10.3	35	15.4	9.8	3	21.4	10.7	5	11.6	6.1
68 Death												0.2
69 Failed to Begin Treatment	1	33.3	0.2	5	2.2	2.0			1.7	6	14.0	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	4		1.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OPPORTUNITIES, INC., CDTC (642)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	68.8	↓	11	16	7 of 9		☹	
	Planned Discharges	71.2	88.9	↑	16	18	4 of 9		☹	
	14-Day Follow-up	43.7	73.3	↑	11	15	3 of 7		☹	
	Initiation of Treatment	20.3	76.9	↑	10	13	3 of 9		☹	
	Engagement in Treatment	17.4	53.8	↑	7	13	3 of 9		☹	
Residential	Community Tenure - 30 days	98.2	97.6	↓	249	255	15 of 18	☹		
	Community Tenure - 90 days	96.7	95.7	↓	244	255	13 of 18		☹	
	Level of Functioning Improvement	68.9	75.6	↑	180	238	8 of 18		☹	
	Planned Discharges	72.3	68.9	↓	164	238	12 of 18		☹	
	14-Day Followup	26.0	18.1	↓	21	116	10 of 15		☹	
	Initiation of Treatment	98.3	99.3	↑	133	134	11 of 17		☹	
	Engagement in Treatment	9.8	7.5	↓	10	134	9 of 18		☹	
Halfway	Level of Functioning Improvement	67.5	27.3	↓	3	11	9 of 10	☹		
	Planned Discharges	40.5	29.4	↓	5	17	10 of 11	☹		
	Employment	45.3	20.0	↓	2	10	8 of 11		☹	
	Initiation of Treatment	99.3	100.0	↑	4	4	1 of 10			☺
	Engagement in Treatment	97.9	100.0	↑	4	4	1 of 10			☺
Outpatient	Level of Functioning Improvement	43.8	45.5	↑	15	33	29 of 58		☹	
	Planned Discharges	44.7	36.8	↓	14	38	35 of 60		☹	
	Employment	12.5	13.0	↑	3	23	27 of 49		☹	
	Initiation of Treatment	77.3	46.7	↓	14	30	59 of 60	☹		
	Engagement in Treatment	63.6	40.0	↓	12	30	52 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	86.7	↓	15	13	38 of 44	☹		
	Incarceration Free	87.0	92.3	↑	13	12	23 of 48		☹	
	Arrest Free	69.8	68.0	↓	75	51	40 of 63		☹	
Post Discharge	Survival	99.0	97.6	↓	# Clients receiving Treatment 206	# Survivors Year after Discharge 201	58 of 62	☹		
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	5.52	↑	8.29	2.76	8 of 52			☺
	Incarceration	2.11	-9.39	↓	3.76	13.15	53 of 60	☹		
	Arrest	11.19	21.40	↑	40.00	18.60	13 of 66			☺
	Clients With Wages	-4.76	1.10	↑	65.75	66.85	15 of 72			☺
	Median Wages	\$338.70	-\$111.30	↓	\$1,799.30	\$1,688.10	66 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	88.6	↓	117	132	36 of 48		☹	
	Favorable Outcomes	91.8	94.7	↑	125	132	23 of 48		☹	
	Service Quality	88.0	86.4	↓	114	132	36 of 48		☹	
	Favorable Time to First Service	92.6	89.4	↓	118	132	38 of 48	☹		
	Convenient Time	94.1	96.2	↑	127	132	23 of 48		☹	

Indicator Summary

Comparing Score to State Average ↓ = 20 ↑ = 16

Quartiles **Bottom** **Middle 2** **Top**

☹ = 10 ☹ = 21 ☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (FY04)**
548

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	71	29	0	25	75	82	7	5	0	5	1	3
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	46	33	65	40	14	50	24	3		21	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	2	7	2	0	12	4	1	0	0	8	\$985,470.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	203	Clients	2	Clients	392
Units of Service	0	Units of Service	6,068	Units of Service	43	Units of Service	20,876
Avg Hours Per Client	0.0	Avg Days Per Client	29.9	Avg Days Per Client	21.5	Avg Hours Per Client	53.3
Avg Daily Census	0	Avg Daily Census	17	Avg Daily Census	0	Avg Daily Census	57

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	69	61.6	66.2			40.4	64	47.4	38.8
61 Completed Court Commitment			0.0	5	4.5	2.0			1.8	11	8.1	4.1
62 Left ACA/ 90 Days			10.3	12	10.7	10.1			5.7	24	17.8	28.2
63 Moved			0.3	2	1.8	0.2			5.9	6	4.4	2.3
64 Transferred			12.2	4	3.6	2.2			12.6	7	5.2	5.2
65 Incarcerated			0.1			0.1			1.2	4	3.0	2.6
66 Broke Rules			1.4	7	6.3	7.3			20.1	1	0.7	5.7
67 AWOL			10.3	8	7.1	9.8			10.7	2	1.5	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	5	4.5	2.0			1.7	16	11.9	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	209		46.9									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	100.0	↑	196	196	1 of 18			😊
	Community Tenure - 90 days	96.7	99.0	↑	194	196	4 of 18			😊
	Level of Functioning Improvement	68.9	68.2	↓	88	129	14 of 18	☹		
	Planned Discharges	72.3	76.0	↑	98	129	8 of 18		☹	
	14-Day Followup	26.0	16.8	↓	18	107	11 of 15		☹	
	Initiation of Treatment	98.3	99.3	↑	144	145	10 of 17		☹	
	Engagement in Treatment	9.8	11.7	↑	17	145	7 of 18		☹	
Halfway	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	32.9	↓	23	70	33 of 58		☹	
	Planned Discharges	44.7	64.9	↑	48	74	8 of 60			😊
	Employment	12.5	6.4	↓	3	47	43 of 49		☹	
	Initiation of Treatment	77.3	77.1	↓	131	170	31 of 60		☹	
	Engagement in Treatment	63.6	58.8	↓	100	170	33 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	20	20	1 of 44			😊
	Incarceration Free	87.0	93.2	↑	44	41	22 of 48		☹	
	Arrest Free	69.8	72.1	↑	86	62	29 of 63		☹	
Post Discharge	Survival	99.0	98.2	↓	398	391	47 of 62	☹		
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	4.46	↑	7.43	2.97	12 of 52			😊
	Incarceration	2.11	21.43	↑	30.18	8.76	7 of 60			😊
	Arrest	11.19	14.92	↑	29.84	14.92	30 of 66		☹	
	Clients With Wages	-4.76	2.60	↑	66.17	68.77	12 of 72			😊
	Median Wages	\$338.70	\$73.30	↑	\$2,087.90	\$2,161.20	57 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	96.2	↑	101	105	20 of 48		☹	
	Favorable Outcomes	91.8	99.0	↑	104	105	13 of 48		☹	
	Service Quality	88.0	92.4	↑	97	105	12 of 48			😊
	Favorable Time to First Service	92.6	97.1	↑	102	105	19 of 48		☹	
	Convenient Time	94.1	96.2	↑	101	105	24 of 48		☹	

Indicator Summary

Comparing Score to State Average ↓ = 8 ↑ = 18

Quartiles Bottom Middle 2 Top
 ☹ = 3 ☹ = 15 ☹ = 8

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE REFERRAL CENTER (644)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE REFERRAL CENTER (644)

**Clients Admitted and Served
at the Agency (FY04)**
1,591

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	65	35	0	16	84	70	22	5	0	3	0	19	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	37	20	62	22	36	25	23	2		1		100	
State Avg	32	21	58	30	18	45	21	3		11		24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
20	4	3	4	1	32	2	1	0	0	2	\$1,483,285.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	1,591	Clients	0	Clients	0	Clients	0
Units of Service	12,818	Units of Service	0	Units of Service	0	Units of Service	0
Avg Hours Per Client	8.1	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	0.0
Avg Daily Census	35	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	1,160	77.7	65.1			66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days	49	3.3	10.3			10.1			5.7			28.2
63 Moved	3	0.2	0.3			0.2			5.9			2.3
64 Transferred	49	3.3	12.2			2.2			12.6			5.2
65 Incarcerated	1	0.1	0.1			0.1			1.2			2.6
66 Broke Rules	14	0.9	1.4			7.3			20.1			5.7
67 AWOL	215	14.4	10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment	1	0.1	0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count	Percent										
Clients Not Seen Within 90 Days	206	11.9										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE REFERRAL CENTER (644)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	80.9	↑	1,170	1,446	4 of 9		☹	
	Planned Discharges	71.2	77.9	↑	1,151	1,478	7 of 9		☹	
	14-Day Follow-up	43.7	0.0	↓	0	238	7 of 7		☹	
	Initiation of Treatment	20.3	11.7	↓	190	1,624	8 of 9		☹	
	Engagement in Treatment	17.4	10.5	↓	171	1,624	8 of 9		☹	
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Initiation of Treatment									
	Employment									
	Planned Discharges									
	Level of Functioning Improvement									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	92.6	↓	27	25	34 of 44		☹	
	Incarceration Free	87.0	85.1	↓	47	40	27 of 48			☹
	Arrest Free	69.8	65.4	↓	185	121	46 of 63			☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.7	↓	943	931	44 of 62			☹
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	1.44	↓	3.00	1.55	30 of 52			☹
	Incarceration	2.11	-1.24	↓	2.69	3.94	25 of 60			☹
	Arrest	11.19	6.54	↓	17.44	10.90	53 of 66		☹	
	Clients With Wages	-4.76	-4.66	↑	67.15	62.49	40 of 72			☹
	Median Wages	\$338.70	\$28.00	↑	\$1,805.50	\$1,833.50	59 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	90.9	↓	549	604	32 of 48			☹
	Favorable Outcomes	91.8	93.7	↑	564	602	24 of 48			☹
	Service Quality	88.0	83.1	↓	501	603	43 of 48		☹	
	Favorable Time to First Service	92.6	89.5	↓	538	601	36 of 48			☹
	Convenient Time	94.1	90.0	↓	541	601	41 of 48		☹	

Indicator Summary

Comparing Score
to State Average ↓ = 15 ↑ = 4

Quartiles Bottom Middle 2 Top
☹ = 8 ☹ = 11 ☹ = 0

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

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Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Clients Admitted and Served
at the Agency (FY04)**
527

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	66	34	0	27	73	74	9	13	0	2	2	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	22	12	63	35	7	44	12	2		20	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
4	0	3	3	0	10	7	0	4	0	1	\$348,998.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	527
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	6,580
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	12.5
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	18

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	153	30.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8	31	6.2	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	224	44.7	28.2
63 Moved			0.3			0.2			5.9	16	3.2	2.3
64 Transferred			12.2			2.2			12.6	22	4.4	5.2
65 Incarcerated			0.1			0.1			1.2	21	4.2	2.6
66 Broke Rules			1.4			7.3			20.1	3	0.6	5.7
67 AWOL			10.3			9.8			10.7	4	0.8	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	25	5.0	6.5
70 Treatment Incompatibility										2	.40	.41
91 Administrative Discharge												

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Engagement in Treatment								
	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
Outpatient	Engagement in Treatment								
	Level of Functioning Improvement	43.8	36.8	↓	112	304	31 of 58		☹
	Planned Discharges	44.7	35.1	↓	102	291	38 of 60		☹
	Employment	12.5	10.7	↓	18	169	32 of 49		☹
	Initiation of Treatment	77.3	77.0	↓	265	344	32 of 60		☹
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free	95.0	100.0	↑	13	13	1 of 44		☺
	Incarceration Free	87.0	63.6	↓	11	7	45 of 48	☹	
	Arrest Free	69.8	77.3	↑	44	34	23 of 63		☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.0	98.2	↓	279	274	48 of 62	☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	2.12	3.89	↑	5.06	1.17	15 of 52		☹
	Incarceration	2.11	-.69	↓	6.19	6.87	22 of 60		☹
	Arrest	11.19	6.86	↓	13.72	6.86	51 of 66	☹	
	Clients With Wages	-4.76	-12.84	↓	63.42	50.58	63 of 72	☹	
	Median Wages	\$338.70	\$332.10	↑	\$1,800.40	\$2,132.40	36 of 72		☹
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction	91.0	100.0	↑	23	23	1 of 48		☺
	Favorable Outcomes	91.8	91.3	↓	21	23	28 of 48		☹
	Service Quality	88.0	91.3	↑	21	23	16 of 48		☹
	Favorable Time to First Service	92.6	95.7	↑	22	23	23 of 48		☹
	Convenient Time	94.1	95.7	↑	22	23	28 of 48		☹

Indicator Summary									
Comparing Score to State Average		↓ = 12	↑ = 7	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 13	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MONARCH, INC. (651)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MONARCH, INC. (651)

**Clients Admitted and Served
at the Agency (FY04)**
253

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	6	94	0	39	61	69	11	18	0	2	0	11
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	41	38	29	61	25	51	13		18		2	8
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	6	0	0	7	1	0	0	0	2		
												\$1,757,287.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	76	Clients	137	Clients	72	Clients	57
Units of Service	4,036	Units of Service	8,772	Units of Service	6,099	Units of Service	3,959
Avg Hours Per Client	53.1	Avg Days Per Client	64.0	Avg Days Per Client	84.7	Avg Hours Per Client	69.4
Avg Daily Census	11	Avg Daily Census	24	Avg Daily Census	17	Avg Daily Census	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	68	57.1	66.2	29	43.3	40.4	9	15.8	38.8
61 Completed Court Commitment			0.0	2	1.7	2.0	1	1.5	1.8			4.1
62 Left ACA/ 90 Days			10.3	12	10.1	10.1	15	22.4	5.7	5	8.8	28.2
63 Moved	1	16.7	0.3	1	0.8	0.2	4	6.0	5.9	6	10.5	2.3
64 Transferred	1	16.7	12.2	8	6.7	2.2	4	6.0	12.6	2	3.5	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	7	5.9	7.3	4	6.0	20.1	8	14.0	5.7
67 AWOL			10.3	11	9.2	9.8	3	4.5	10.7	10	17.5	6.1
68 Death												0.2
69 Failed to Begin Treatment	4	66.7	0.2	10	8.4	2.0	7	10.4	1.7	17	29.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	53	24.4										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MONARCH, INC. (651)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	93.0	↑	53	57	2 of 9			😊
	Planned Discharges	71.2	97.3	↑	71	73	2 of 9			😊
	14-Day Follow-up	43.7	87.3	↑	48	55	2 of 7			😊
	Initiation of Treatment	20.3	86.8	↑	59	68	2 of 9			😊
	Engagement in Treatment	17.4	75.0	↑	51	68	2 of 9			😊
Residential	Community Tenure - 30 days	98.2	98.4	↑	124	126	9 of 18		😊	
	Community Tenure - 90 days	96.7	94.4	↓	119	126	15 of 18	😞		
	Level of Functioning Improvement	68.9	68.9	↑	71	103	13 of 18		😊	
	Planned Discharges	72.3	60.2	↓	62	103	13 of 18		😊	
	14-Day Followup	26.0	28.1	↑	9	32	5 of 15			😊
	Initiation of Treatment	98.3	98.0	↓	49	50	13 of 17		😊	
	Engagement in Treatment	9.8	18.0	↑	9	50	4 of 18			😊
Halfway	Level of Functioning Improvement	67.5	68.8	↑	22	32	5 of 10		😊	
	Planned Discharges	40.5	44.4	↑	20	45	5 of 11		😊	
	Employment	45.3	9.4	↓	3	32	10 of 11	😞		
	Initiation of Treatment	99.3	97.4	↓	37	38	10 of 10	😞		
	Engagement in Treatment	97.9	94.7	↓	36	38	9 of 10	😞		
Outpatient	Level of Functioning Improvement	43.8	20.7	↓	6	29	45 of 58	😞		
	Planned Discharges	44.7	19.4	↓	6	31	48 of 60	😞		
	Employment	12.5	0.0	↓	0	29	49 of 49	😞		
	Initiation of Treatment	77.3	95.8	↑	46	48	5 of 60			😊
	Engagement in Treatment	63.6	87.5	↑	42	48	8 of 60			😊

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			😊
	Incarceration Free	87.0	84.2	↓	19	16	28 of 48		😊	
	Arrest Free	69.8	70.6	↑	34	24	33 of 63		😊	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	245	245	1 of 62			😊
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	-.72	↓	.72	1.45	40 of 52	😞		
	Incarceration	2.11	6.47	↑	12.94	6.47	12 of 60			😊
	Arrest	11.19	19.85	↑	31.30	11.45	16 of 66			😊
	Clients With Wages	-4.76	7.25	↑	55.07	62.32	6 of 72			😊
	Median Wages	\$338.70	\$296.30	↑	\$1,169.00	\$1,465.40	38 of 72		😊	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	87.9	↓	29	33	37 of 48	😞		
	Favorable Outcomes	91.8	97.0	↑	32	33	17 of 48		😊	
	Service Quality	88.0	84.8	↓	28	33	44 of 48	😞		
	Favorable Time to First Service	92.6	87.9	↓	29	33	41 of 48	😞		
	Convenient Time	94.1	93.9	↓	31	33	35 of 48		😊	

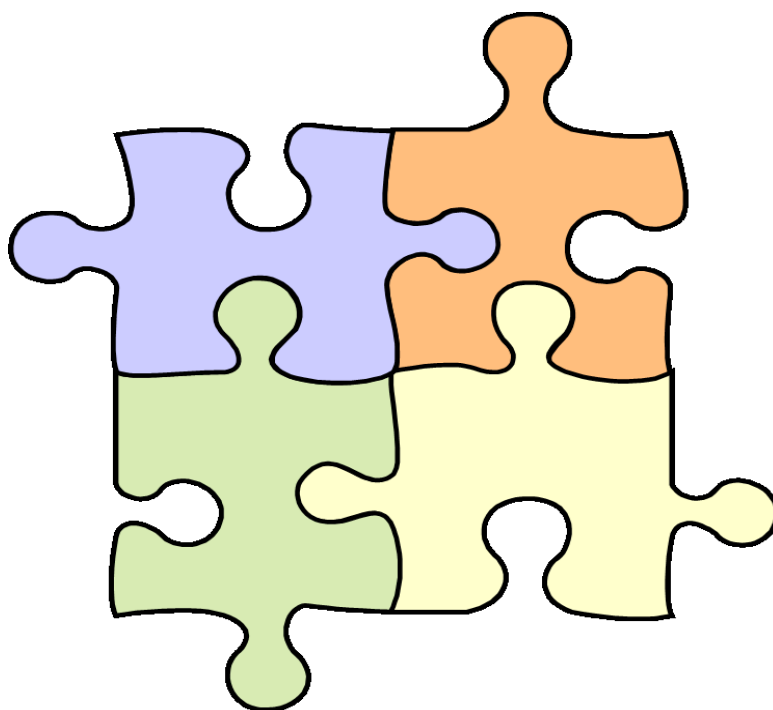
Oklahoma Department of Mental Health and Substance Abuse Services										All Adult Clients
Form 1000-2005 Performance Management Report prepared March 2005										
<p>MONA RHP INC 10510</p> <p>• Clients who were initially committed and receive at least one service during the calendar year that met one of the following criteria:</p> <ul style="list-style-type: none"> o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or; o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or; o the service was received at a state-operated substance abuse facility under contract source (20, 50, 51 or 52) with a substance abuse service focus code of (06), or; o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or; o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 52 or 51) with a substance abuse service focus code of (02, 03 or 06). 										
Short-Term Outcomes (FY04 Clients)										
State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles				
						Bottom	Middle 2	Top		
<p>Detox - The service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;</p> <p>Detox - The service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 52 or 51) with a substance abuse service focus code of (02, 03 or 06).</p>	78.5	93.9	71	73	2 of 9			☺		
<p>For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:</p> <ul style="list-style-type: none"> • Clients identified as dependents or codependents • Clients discharged due to "Death in Incarceration" or "Failed to Begin Treatment" • Detox clients with Engagement in Treatment rather than Dependence 	71.2	97.3	48	55	2 of 7			☺		
<p>State Average - The average score among all the providers for a particular indicator.</p> <p>Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.</p>	43.7	87.3	59	68	2 of 9			☺		
<p>Agency Numerator - The number of clients for whom the indicator even did occur.</p> <p>Agency Denominator - The number of clients for whom the indicator even did occur.</p>	20.8	86.8	51	68	2 of 9			☺		
<p>Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.</p> <p>Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. 22 quarter of the agencies with the highest ranking will receive a normal face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.</p>	72.3	60.2	62	103	13 of 18			☺		
<p>Engagement in Treatment - clients who received services paid for through a TANF contract source (44).</p> <p>Drug Court Clients - clients who received services paid for through a drug court contract source (20).</p>	26.9	28.1	9	50	4 of 18			☺		
<p>Short-Term Indicator Notes</p> <p>Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions, and Residential Treatment and Detox clients must have at least two transactions.</p>	67.5	68.8	22	32	5 of 10			☺		
<p>Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.</p>	40.5	46.4	20	43	5 of 11			☺		
<p>Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death in Incarceration or Failed to Begin Treatment.</p>	45.3	49.4	32	32	13 of 18			☺		
<p>14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSA providers are not counted.</p>	77.3	95.8	46	48	5 of 60			☺		
<p>Long-Term Outcomes (FY04 Clients)</p> <p>Community Tenure - 30/90 Days - This is a measure of clients who were NOT readmitted to a residential treatment facility within 30/90 days of discharge. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.</p>	99.0	100.0	245	245	1 of 62			☺		
<p>Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as initiating treatment when they receive a second service within 14 days of the first service and counted as engaging in treatment when they receive two additional services within 45 days of initiation. For Detox services, clients are counted as initiating treatment when they receive a follow-up service within 14 days of discharge and counted as engaging in treatment when they receive two additional services within 30 days of initiation.</p>	91.0	87.9	29	33	37 of 48			☹		
<p>Post Discharge - treatment, nearly all clients are initiated. Clients are counted as engaging in treatment when they receive two additional services within 30 days of discharge from residential treatment.</p>	91.8	100.0	33	33	17 of 48			☺		
<p>Long-Term Outcome Notes:</p> <p>DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT receive a DUI conviction in the year after discharge.</p>	88.0	81.8	27	33	41 of 48			☹		
<p>Arrest Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.</p>	92.6	93.9	31	33	41 of 48			☹		
<p>Survival - The percent of clients who DO NOT die in the year after discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Consumer Survey (FY04 Clients)</p> <p>Comparing Score to State Average - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Consumer Survey Notes:</p> <p>The ODMHSA provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSA. The ODMHSA Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.</p>	94.1	93.8	32	32	33 of 48			☹		
<p>Comparing Score to State Average - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.</p>	94.1	93.8	32	32	33 of 48			☹		

Oklahoma Department of Mental Health and Substance Abuse Services

ALPHA II, INC. (654)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ALPHA II, INC. (654)

**Clients Admitted and Served
at the Agency (FY04)**
97

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	100	0	0	27	73	54	6	37	0	3	0	11
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	40	32	84	44	25	73	18	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
												\$273,771.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	91	Clients	30	Clients	0
Units of Service	0	Units of Service	4,136	Units of Service	2,853	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	45.5	Avg Days Per Client	95.1	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	11	Avg Daily Census	8	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	49	73.1	66.2	13	46.4	40.4			38.8
61 Completed Court Commitment			0.0	2	3.0	2.0	3	10.7	1.8			4.1
62 Left ACA/ 90 Days			10.3	6	9.0	10.1	2	7.1	5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	9	13.4	7.3	6	21.4	20.1			5.7
67 AWOL			10.3	1	1.5	9.8	4	14.3	10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ALPHA II, INC. (654)

All Adult Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days	98.2	100.0	↑	90	90	1 of 18		☺
	Community Tenure - 90 days	96.7	100.0	↑	90	90	1 of 18		☺
	Level of Functioning Improvement	68.9	85.7	↑	72	84	3 of 18		☺
	Planned Discharges	72.3	81.0	↑	68	84	6 of 18	☹	
	14-Day Followup	26.0	36.7	↑	11	30	3 of 15		☺
	Initiation of Treatment	98.3	100.0	↑	67	67	1 of 17		☺
	Engagement in Treatment	9.8	31.3	↑	21	67	1 of 18		☺
Halfway	Level of Functioning Improvement	67.5	26.3	↓	5	19	10 of 10	☹	
	Planned Discharges	40.5	38.1	↓	8	21	7 of 11		☹
	Employment	45.3	66.7	↑	8	12	3 of 11		☺
	Initiation of Treatment	99.3	100.0	↑	1	1	1 of 10		☺
	Engagement in Treatment	97.9	0.0	↓	0	1	10 of 10	☹	
Outpatient	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
		(%)	(%)					Bottom	Middle 2 Top
Tenure	DUI Convictions Free	95.0	100.0	↑	6	6	1 of 44		☺
	Incarceration Free	87.0	100.0	↑	11	11	1 of 48		☺
	Arrest Free	69.8	76.9	↑	39	30	24 of 63	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.0	100.0	↑	103	103	1 of 62		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	2.12	3.45	↑	6.90	3.45	18 of 52	☹	
	Incarceration	2.11	.92	↓	10.09	9.17	17 of 60	☹	
	Arrest	11.19	18.07	↑	40.96	22.89	20 of 66	☹	
	Clients With Wages	-4.76	-1.15	↑	71.26	70.11	26 of 72	☹	
	Median Wages	\$338.70	\$645.60	↑	\$1,781.50	\$2,427.00	17 of 72		☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction	91.0	88.9	↓	32	36	35 of 48	☹	
	Favorable Outcomes	91.8	88.9	↓	32	36	30 of 48	☹	
	Service Quality	88.0	86.1	↓	31	36	37 of 48	☹	
	Favorable Time to First Service	92.6	86.1	↓	31	36	42 of 48	☹	
	Convenient Time	94.1	86.1	↓	31	36	46 of 48	☹	

Indicator Summary									
Comparing Score to State Average		↓ = 9	↑ = 17	Quartiles		Bottom	Middle 2	Top	
						☹ = 5	☹ = 9	☺ = 12	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (FY04)**
633

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	61	39	0	25	74	78	7	12	0	1	1	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	40	28	54	54	9	59	13	3		13	1	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	9	8	0	17	3	0	0	1	7	\$1,470,025.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	15	Clients	175	Clients	21	Clients	482
Units of Service	547	Units of Service	6,668	Units of Service	2,408	Units of Service	26,153
Avg Hours Per Client	36.5	Avg Days Per Client	38.1	Avg Days Per Client	114.7	Avg Hours Per Client	54.3
Avg Daily Census	1	Avg Daily Census	18	Avg Daily Census	7	Avg Daily Census	72

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	11	100.0	65.1	88	53.7	66.2	13	68.4	40.4	240	52.3	38.8
61 Completed Court Commitment			0.0	2	1.2	2.0			1.8	2	0.4	4.1
62 Left ACA/ 90 Days			10.3	31	18.9	10.1	1	5.3	5.7	162	35.3	28.2
63 Moved			0.3	1	0.6	0.2	1	5.3	5.9	6	1.3	2.3
64 Transferred			12.2	2	1.2	2.2	1	5.3	12.6	26	5.7	5.2
65 Incarcerated			0.1			0.1			1.2	7	1.5	2.6
66 Broke Rules			1.4	20	12.2	7.3	3	15.8	20.1	3	0.7	5.7
67 AWOL			10.3	19	11.6	9.8			10.7	1	0.2	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	1	0.6	2.0			1.7	12	2.6	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	26	4.5										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE OAKS REHAB. SERVICES CTR (655)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	78.6	↑	11	14	5 of 9		☹	
	Planned Discharges	71.2	100.0	↑	15	15	1 of 9			☺
	14-Day Follow-up	43.7	100.0	↑	4	4	1 of 7			☺
	Initiation of Treatment	20.3	100.0	↑	15	15	1 of 9			☺
	Engagement in Treatment	17.4	93.3	↑	14	15	1 of 9			☺
Residential	Community Tenure - 30 days	98.2	98.8	↑	170	172	7 of 18		☹	
	Community Tenure - 90 days	96.7	97.7	↑	168	172	8 of 18		☹	
	Level of Functioning Improvement	68.9	81.8	↑	126	154	5 of 18			☺
	Planned Discharges	72.3	54.5	↓	84	154	16 of 18	☹		
	14-Day Followup	26.0	13.6	↓	3	22	13 of 15		☹	
	Initiation of Treatment	98.3	100.0	↑	106	106	1 of 17			☺
	Engagement in Treatment	9.8	17.0	↑	18	106	5 of 18			☺
Halfway	Level of Functioning Improvement	67.5	85.7	↑	12	14	2 of 10			☺
	Planned Discharges	40.5	66.7	↑	10	15	3 of 11			☺
	Employment	45.3	0.0	↓	0	13	11 of 11	☹		
	Initiation of Treatment	99.3	100.0	↑	1	1	1 of 10			☺
	Engagement in Treatment	97.9	100.0	↑	1	1	1 of 10			☺
Outpatient	Level of Functioning Improvement	43.8	68.4	↑	208	304	6 of 58			☺
	Planned Discharges	44.7	50.8	↑	161	317	17 of 60		☹	
	Employment	12.5	19.9	↑	38	191	24 of 49		☹	
	Initiation of Treatment	77.3	86.1	↑	242	281	15 of 60			☺
	Engagement in Treatment	63.6	75.1	↑	211	281	17 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	26	26	1 of 44			☺
	Incarceration Free	87.0	93.4	↑	137	128	21 of 48		☹	
	Arrest Free	69.8	73.4	↑	139	102	26 of 63		☹	
Post Discharge	Survival	99.0	99.4	↑	# Clients receiving Treatment 1,036	# Survivors Year after Discharge 1,030	36 of 62		☹	
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	2.43	↑	3.51	1.08	23 of 52		☹	
	Incarceration	2.11	16.48	↑	23.47	6.99	8 of 60			☺
	Arrest	11.19	9.18	↓	17.98	8.80	45 of 66		☹	
	Clients With Wages	-4.76	.68	↑	58.38	59.05	17 of 72			☺
	Median Wages	\$338.70	\$492.00	↑	\$1,631.10	\$2,123.10	24 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	96.5	↑	136	141	19 of 48		☹	
	Favorable Outcomes	91.8	93.6	↑	132	141	25 of 48		☹	
	Service Quality	88.0	92.2	↑	130	141	14 of 48		☹	
	Favorable Time to First Service	92.6	92.9	↑	131	141	28 of 48		☹	
	Convenient Time	94.1	93.6	↓	132	141	36 of 48		☹	

Indicator Summary

Comparing Score to State Average ↓ = 5 ↑ = 31

Quartiles **Bottom** **Middle 2** **Top**
☹ = 2 ☹ = 18 ☺ = 16

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROADBACK, INC. (657)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROADBACK, INC. (657)

**Clients Admitted and Served
at the Agency (FY04)**
270

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	64	36	0	17	82	70	13	14	0	2	0	29
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	47	26	68	40	32	17	13		1		1	71
State Avg	32	21	58	30	18	45	21		3		11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$721,087.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	206	Clients	0	Clients	84	Clients	0
Units of Service	3,392	Units of Service	0	Units of Service	7,296	Units of Service	0
Avg Hours Per Client	16.5	Avg Days Per Client	0.0	Avg Days Per Client	86.9	Avg Hours Per Client	0.0
Avg Daily Census	9	Avg Daily Census	0	Avg Daily Census	20	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	133	50.0	65.1			66.2	46	51.7	40.4			38.8
61 Completed Court Commitment	1	0.4	0.0			2.0	1	1.1	1.8			4.1
62 Left ACA/ 90 Days	63	23.7	10.3			10.1	6	6.7	5.7			28.2
63 Moved	5	1.9	0.3			0.2	5	5.6	5.9			2.3
64 Transferred	54	20.3	12.2			2.2			12.6			5.2
65 Incarcerated	1	0.4	0.1			0.1	2	2.2	1.2			2.6
66 Broke Rules	3	1.1	1.4			7.3	26	29.2	20.1			5.7
67 AWOL	6	2.3	10.3			9.8	3	3.4	10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROADBACK, INC. (657)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement	78.5	72.7	↓	184	253	6 of 9		☹
	Planned Discharges	71.2	50.2	↓	133	265	8 of 9	☹	
	14-Day Follow-up	43.7	0.0	↓	0	3	7 of 7	☹	
	Initiation of Treatment	20.3	18.9	↓	36	190	7 of 9		☹
	Engagement in Treatment	17.4	17.4	↑	33	190	7 of 9		☹
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement	67.5	75.0	↑	39	52	3 of 10		☺
	Planned Discharges	40.5	50.0	↑	34	68	4 of 11		☹
	Employment	45.3	69.4	↑	34	49	2 of 11		☺
	Initiation of Treatment	99.3	100.0	↑	50	50	1 of 10		☺
	Engagement in Treatment	97.9	100.0	↑	50	50	1 of 10		☺
Outpatient	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								

Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free	95.0	100.0	↑	8	8	1 of 44		☺
	Incarceration Free	87.0	66.7	↓	9	6	39 of 48	☹	
	Arrest Free	69.8	71.0	↑	62	44	32 of 63		☹
Post Discharge	Survival	99.0	97.5	↓	# Clients receiving Treatment 241	# Survivors Year after Discharge 235	59 of 62	☹	
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions	2.12	.77	↓	3.09	2.32	32 of 52		☹
	Incarceration	2.11	-1.04	↓	5.19	6.23	24 of 60		☹
	Arrest	11.19	3.75	↓	21.16	17.41	57 of 66	☹	
	Clients With Wages	-4.76	-1.93	↑	57.53	55.60	30 of 72		☹
	Median Wages	\$338.70	\$200.50	↑	\$1,384.50	\$1,585.00	49 of 72		☹

Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction	91.0	78.6	↓	11	14	44 of 48	☹	
	Favorable Outcomes	91.8	71.4	↓	10	14	43 of 48	☹	
	Service Quality	88.0	71.4	↓	10	14	47 of 48	☹	
	Favorable Time to First Service	92.6	84.6	↓	11	13	44 of 48	☹	
	Convenient Time	94.1	92.9	↓	13	14	37 of 48	☹	

Indicator Summary									
Comparing Score to State Average		↓ = 16	↑ = 8	Quartiles		Bottom	Middle 2	Top	
						☹ = 10	☹ = 9	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOUSE OF HOPE INC (660)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HOUSE OF HOPE INC (660)

**Clients Admitted and Served
at the Agency (FY04)**
129

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	90	10	0	17	82	74	6	16	1	4	0	3
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	36	16	70	33	11	29	6	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	0	0	1	1	0	0	0	0	\$169,618.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	112	Clients	0	Clients	17
Units of Service	0	Units of Service	2,776	Units of Service	0	Units of Service	171
Avg Hours Per Client	0.0	Avg Days Per Client	24.8	Avg Days Per Client	0.0	Avg Hours Per Client	10.0
Avg Daily Census	0	Avg Daily Census	8	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	103	92.0	66.2			40.4	6	35.3	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	11.8	4.1
62 Left ACA/ 90 Days			10.3	8	7.1	10.1			5.7	1	5.9	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2	1	0.9	2.2			12.6	2	11.8	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	5	29.4	5.7
67 AWOL			10.3			9.8			10.7	1	5.9	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	1	0.8

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HOUSE OF HOPE INC (660)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	100.0	↑	112	112	1 of 18			😊
	Community Tenure - 90 days	96.7	98.2	↑	110	112	6 of 18	☹		
	Level of Functioning Improvement	68.9	90.5	↑	95	105	1 of 18			😊
	Planned Discharges	72.3	91.4	↑	96	105	2 of 18			😊
	14-Day Followup	26.0	0.0	↓	0	7	15 of 15	☹		
	Initiation of Treatment	98.3	100.0	↑	92	92	1 of 17			😊
	Engagement in Treatment	9.8	1.1	↓	1	92	16 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	61.5	↑	8	13	10 of 58			😊
	Planned Discharges	44.7	33.3	↓	5	15	39 of 60	☹		
	Employment	12.5	22.2	↑	2	9	20 of 49	☹		
	Initiation of Treatment	77.3	61.5	↓	8	13	54 of 60	☹		
	Engagement in Treatment	63.6	38.5	↓	5	13	54 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	85.7	↓	14	12	40 of 44	☹		
	Incarceration Free	87.0	66.7	↓	6	4	39 of 48	☹		
	Arrest Free	69.8	69.7	↓	33	23	34 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.2	↓	109	107	49 of 62	☹		
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	9.73	↑	12.39	2.65	3 of 52			😊
	Incarceration	2.11	-3.20	↓	4.00	7.20	37 of 60		☹	
	Arrest	11.19	18.35	↑	30.28	11.93	19 of 66		☹	
	Clients With Wages	-4.76	-6.19	↓	68.14	61.95	48 of 72		☹	
	Median Wages	\$338.70	\$195.10	↑	\$2,056.50	\$2,251.60	51 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	108	108	1 of 48			😊
	Favorable Outcomes	91.8	99.1	↑	107	108	12 of 48			😊
	Service Quality	88.0	93.5	↑	101	108	9 of 48			😊
	Favorable Time to First Service	92.6	99.1	↑	107	108	16 of 48		☹	
	Convenient Time	94.1	100.0	↑	108	108	1 of 48			😊

Oklahoma Department of Mental Health and Substance Abuse Services

THE NEXT STEP NETWORK, INC. (661)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE NEXT STEP NETWORK, INC. (661)

**Clients Admitted and Served
at the Agency (FY04)**
163

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	69	31	0	41	59	79	2	2	0	17	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	31	20	70	30	15	46	7	2		18	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	4	0		4	0	0	0	0	1	\$485,954.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	105	Clients	0	Clients	61
Units of Service	0	Units of Service	3,737	Units of Service	0	Units of Service	1,308
Avg Hours Per Client	0.0	Avg Days Per Client	35.6	Avg Days Per Client	0.0	Avg Hours Per Client	21.4
Avg Daily Census	0	Avg Daily Census	10	Avg Daily Census	0	Avg Daily Census	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	63	60.0	66.2			40.4	38	64.4	38.8
61 Completed Court Commitment			0.0	13	12.4	2.0			1.8	3	5.1	4.1
62 Left ACA/ 90 Days			10.3	12	11.4	10.1			5.7	8	13.6	28.2
63 Moved			0.3			0.2			5.9	1	1.7	2.3
64 Transferred			12.2	5	4.8	2.2			12.6	3	5.1	5.2
65 Incarcerated			0.1			0.1			1.2	1	1.7	2.6
66 Broke Rules			1.4	11	10.5	7.3			20.1	5	8.5	5.7
67 AWOL			10.3	1	1.0	9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	8	5.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE NEXT STEP NETWORK, INC. (661)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	98.1	↓	103	105	12 of 18			☹
	Community Tenure - 90 days	96.7	98.1	↑	103	105	7 of 18			☹
	Level of Functioning Improvement	68.9	50.5	↓	49	97	16 of 18	☹		
	Planned Discharges	72.3	58.8	↓	57	97	14 of 18	☹		
	14-Day Followup	26.0	0.0	↓	0	8	15 of 15	☹		
	Initiation of Treatment	98.3	100.0	↑	71	71	1 of 17			☺
	Engagement in Treatment	9.8	7.0	↓	5	71	10 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	61.0	↑	25	41	12 of 58			☺
	Planned Discharges	44.7	64.3	↑	27	42	9 of 60			☺
	Employment	12.5	30.8	↑	4	13	10 of 49			☺
	Initiation of Treatment	77.3	93.0	↑	40	43	6 of 60			☺
	Engagement in Treatment	63.6	90.7	↑	39	43	5 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	20	20	1 of 44			☺
	Incarceration Free	87.0	87.5	↑	8	7	25 of 48		☹	
	Arrest Free	69.8	86.6	↑	67	58	15 of 63			☺
Post Discharge	Survival	99.0	99.2	↑	# Clients receiving Treatment 120	# Survivors Year after Discharge 119	40 of 62		☹	
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	9.82	↑	12.27	2.45	2 of 52			☺
	Incarceration	2.11	-2.87	↓	1.72	4.60	36 of 60		☹	
	Arrest	11.19	22.70	↑	38.65	15.95	8 of 66			☺
	Clients With Wages	-4.76	-3.68	↑	59.51	55.83	36 of 72		☹	
	Median Wages	\$338.70	\$527.20	↑	\$1,989.80	\$2,517.00	22 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	92.9	↑	65	70	27 of 48		☹	
	Favorable Outcomes	91.8	92.9	↑	65	70	26 of 48		☹	
	Service Quality	88.0	91.4	↑	64	70	15 of 48		☹	
	Favorable Time to First Service	92.6	100.0	↑	70	70	1 of 48			☺
	Convenient Time	94.1	97.1	↑	68	70	18 of 48		☹	

Indicator Summary

**Comparing Score
to State Average** ↓ = 6 ↑ = 20

Quartiles **Bottom** **Middle 2** **Top**
☹ = 3 ☹ = 12 ☺ = 11

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

BRIDGEWAY (663)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
BRIDGEWAY (663)

**Clients Admitted and Served
at the Agency (FY04)**
63

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	94	6	0	31	69	77	15	2	0	2	4	37	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	41	21	63	31	21	29	6	0		60		0	
State Avg	32	21	58	30	18	45	21	3		11		24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	0	0	1	0	1	0	0	0	0	0	\$96,499.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	26	Clients	39
Units of Service	0	Units of Service	0	Units of Service	1,718	Units of Service	810
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	66.1	Avg Hours Per Client	20.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2	5	18.5	40.4	15	39.5	38.8
61 Completed Court Commitment			0.0			2.0	2	7.4	1.8	7	18.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2	10	37.0	5.9	2	5.3	2.3
64 Transferred			12.2			2.2	2	7.4	12.6	3	7.9	5.2
65 Incarcerated			0.1			0.1			1.2	1	2.6	2.6
66 Broke Rules			1.4			7.3	6	22.2	20.1	8	21.1	5.7
67 AWOL			10.3			9.8	2	7.4	10.7	2	5.3	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
BRIDGEWAY (663)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement	67.5	64.3	↓	9	14	6 of 10		☹
	Planned Discharges	40.5	17.4	↓	4	23	11 of 11	☹	
	Employment	45.3	80.0	↑	8	10	1 of 11		☺
	Initiation of Treatment	99.3	100.0	↑	19	19	1 of 10		☺
	Engagement in Treatment	97.9	100.0	↑	19	19	1 of 10		☺
Outpatient	Level of Functioning Improvement	43.8	59.3	↑	16	27	13 of 58		☺
	Planned Discharges	44.7	35.5	↓	11	31	37 of 60	☹	
	Employment	12.5	46.2	↑	6	13	3 of 49		☺
	Initiation of Treatment	77.3	80.6	↑	29	36	25 of 60	☹	
	Engagement in Treatment	63.6	66.7	↑	24	36	24 of 60	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48		☺
	Arrest Free	69.8	80.0	↑	5	4	19 of 63	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.0	100.0	↑	18	18	1 of 62		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	2.12	-5.00	↓	.00	5.00	50 of 52	☹	
	Incarceration	2.11	8.00	↑	16.00	8.00	9 of 60		☺
	Arrest	11.19	14.81	↑	22.22	7.41	31 of 66	☹	
	Clients With Wages	-4.76	5.00	↑	75.00	80.00	7 of 72		☺
	Median Wages	\$338.70	\$477.90	↑	\$2,454.00	\$2,931.90	25 of 72	☹	
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction	91.0	90.5	↓	19	21	33 of 48		☹
	Favorable Outcomes	91.8	85.7	↓	18	21	34 of 48	☹	
	Service Quality	88.0	81.0	↓	17	21	45 of 48	☹	
	Favorable Time to First Service	92.6	85.7	↓	18	21	43 of 48	☹	
	Convenient Time	94.1	90.5	↓	19	21	40 of 48	☹	

Indicator Summary									
Comparing Score to State Average		↓ = 9	↑ = 14	Quartiles		Bottom	Middle 2	Top	
						☹ = 6	☹ = 8	☺ = 9	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

YWCA CRISIS CENTER (671)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
YWCA CRISIS CENTER (671)

**Clients Admitted and Served
at the Agency (FY04)**
17

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	23	77	92	0	8	0	0	0	94
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	88	41	46	62	15	31	15	6		0		0
State Avg	32	21	58	30	18	45	21	3		11		24
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
												\$229,184.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	17	Clients	0
Units of Service	0	Units of Service	0	Units of Service	1,607	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	94.5	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2	12	75.0	40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3	4	25.0	20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	3		25.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
YWCA CRISIS CENTER (671)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges	40.5	70.0	↑	7	10	1 of 11			☺
	Employment	45.3	22.2	↓	2	9	7 of 11	☹		
	Initiation of Treatment	99.3	100.0	↑	11	11	1 of 10			☺
	Engagement in Treatment	97.9	100.0	↑	11	11	1 of 10			☺
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	100.0	↑	2	2	1 of 63			☺
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 6	# Survivors Year after Discharge 6	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration	2.11	-16.67	↓	.00	16.67	57 of 60	☹		
	Arrest	11.19	12.50	↑	25.00	12.50	38 of 66		☹	
	Clients With Wages	-4.76	.00	↑	80.00	80.00	18 of 72			☺
	Median Wages	\$338.70	\$1,782.40	↑	\$921.40	\$2,703.80	4 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	5	5	1 of 48			☺
	Favorable Outcomes	91.8	100.0	↑	5	5	1 of 48			☺
	Service Quality	88.0	100.0	↑	5	5	1 of 48			☺
	Favorable Time to First Service	92.6	100.0	↑	5	5	1 of 48			☺
	Convenient Time	94.1	100.0	↑	5	5	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 2 ↑ = 13

Quartiles Bottom Middle 2 Top
☹ = 1 ☹ = 2 ☺ = 12

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

**DOMESTIC VIOLENCE INTERVENTION SERVICES, INC.
(675)**

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

**Clients Admitted and Served
at the Agency (FY04)**
125

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	91	9	0	27	73	62	16	6	0	15	1	2	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	13	2	61	9	3	36	25		0		0	0	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	1	4	6		0 11	0	0	0	0	0		\$93,403.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	4.8	↓	1	21	56 of 58	☹		
	Planned Discharges	44.7	2.6	↓	1	38	59 of 60	☹		
	Employment	12.5	0.0	↓	0	15	49 of 49	☹		
	Initiation of Treatment	77.3	59.8	↓	49	82	56 of 60	☹		
	Engagement in Treatment	63.6	46.3	↓	38	82	49 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	5	5	1 of 44			😊
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			😊
	Arrest Free	69.8	53.3	↓	45	24	55 of 63	☹		
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 119	# Survivors Year after Discharge 119	1 of 62			😊
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	1.82	↓	4.55	2.73	27 of 52		😊	
	Incarceration	2.11	-2.61	↓	.87	3.48	33 of 60		😊	
	Arrest	11.19	24.78	↑	49.56	24.78	5 of 66			😊
	Clients With Wages	-4.76	2.73	↑	29.09	31.82	11 of 72			😊
	Median Wages	\$338.70	-\$479.40	↓	\$2,697.80	\$2,218.40	69 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	71.0	↓	22	31	48 of 48	☹		
	Favorable Outcomes	91.8	62.5	↓	20	32	46 of 48	☹		
	Service Quality	88.0	65.6	↓	21	32	48 of 48	☹		
	Favorable Time to First Service	92.6	81.3	↓	26	32	46 of 48	☹		
	Convenient Time	94.1	87.5	↓	28	32	44 of 48	☹		

Indicator Summary

Comparing Score
to State Average ↓ = 14 ↑ = 5

Quartiles Bottom Middle 2 Top
☹ = 12 😊 = 2 😊 = 5

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
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Short-Term Indicator Notes:

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Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY CRISIS CTR, INC. (684)

**Clients Admitted and Served
at the Agency (FY04)**
131

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	58	42	0	44	56	65	5	28	0	3	0	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	27	11	53	17	5	30	36	3		16	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	4	6	0	10	1	0	3	0	5	\$105,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	1	Clients	131
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,433
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	18.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	60	46.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8	8	6.2	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	6	4.7	28.2
63 Moved			0.3			0.2			5.9	5	3.9	2.3
64 Transferred			12.2			2.2			12.6	4	3.1	5.2
65 Incarcerated			0.1			0.1			1.2	3	2.3	2.6
66 Broke Rules			1.4			7.3			20.1	29	22.5	5.7
67 AWOL			10.3			9.8			10.7	7	5.4	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	7	5.4	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	4		4.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY CRISIS CTR, INC. (684)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	22.0	↓	9	41	43 of 58		☹	
	Planned Discharges	44.7	37.5	↓	27	72	33 of 60		☹	
	Employment	12.5	32.4	↑	11	34	7 of 49			☺
	Initiation of Treatment	77.3	74.8	↓	77	103	38 of 60		☹	
	Engagement in Treatment	63.6	53.4	↓	55	103	42 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	50.0	↓	4	2	56 of 63		☹	
					# Clients receiving Treatment	# Survivors Year after Discharge				
Post Discharge										
	Survival									
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	-1.56	↓	.00	1.56	42 of 52		☹	
	Incarceration	2.11	-18.99	↓	.00	18.99	60 of 60		☹	
	Arrest	11.19	.00	↓	7.69	7.69	61 of 66		☹	
	Clients With Wages	-4.76	-10.94	↓	81.25	70.31	60 of 72		☹	
	Median Wages	\$338.70	\$672.90	↑	\$3,161.90	\$3,834.70	16 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 9 ↑ = 2

Quartiles Bottom Middle 2 Top
☹ = 5 ☺ = 4 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

WOMEN IN SAFE HOMES, INC. (694)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
WOMEN IN SAFE HOMES, INC. (694)

**Clients Admitted and Served
at the Agency (FY04)**
39

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	15	85	69	15	4	0	0	12	31
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	41	33	35	62	12	31	23	3		10	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	0	1	0	0	3	0	0	1	0	1	\$163,333.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	36	Clients	4
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	420
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	105.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	27	77.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	2.9	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6	2	5.7	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	2	5.7	5.7
67 AWOL			10.3			9.8			10.7	3	8.6	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	4		12.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
WOMEN IN SAFE HOMES, INC. (694)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges	44.7	80.0	↑	24	30	4 of 60			😊
	Employment	12.5	9.1	↓	2	22	35 of 49	😊		
	Initiation of Treatment	77.3	83.9	↑	26	31	18 of 60	😊		
	Engagement in Treatment	63.6	83.9	↑	26	31	12 of 60			😊

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	92.3	↑	13	12	12 of 63			😊
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	27	27	1 of 62			😊
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration	2.11	-2.38	↓	.00	2.38	32 of 60	😊		
	Arrest	11.19	22.22	↑	30.56	8.33	10 of 66			😊
	Clients With Wages	-4.76	2.44	↑	58.54	60.98	13 of 72			😊
	Median Wages	\$338.70	\$1,127.00	↑	\$768.20	\$1,895.20	9 of 72			😊

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 2 ↑ = 8

Quartiles Bottom Middle 2 Top
😊 = 0 😊 = 3 😊 = 7

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (FY04)**
202

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	43	57	0	23	77	69	9	12	2	2	7	14	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	44	35	71	47	20	59	27	7		6	0		
State Avg	32	21	58	30	18	45	21	3		11	24		
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
2	1	2	8	0	13	3	0	0	1	2	\$1,370,249.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	31	Clients	0	Clients	171
Units of Service	0	Units of Service	3,997	Units of Service	0	Units of Service	8,482
Avg Hours Per Client	0.0	Avg Days Per Client	128.9	Avg Days Per Client	0.0	Avg Hours Per Client	49.6
Avg Daily Census	0	Avg Daily Census	11	Avg Daily Census	0	Avg Daily Census	23

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	19	73.1	66.2			40.4	20	41.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	2.1	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2	2	7.7	2.2			12.6	3	6.3	5.2
65 Incarcerated			0.1			0.1			1.2	2	4.2	2.6
66 Broke Rules			1.4	2	7.7	7.3			20.1	1	2.1	5.7
67 AWOL			10.3	3	11.5	9.8			10.7	19	39.6	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	4.2	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	94	70.1										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EAGLE RIDGE INSTITUTE (820)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	100.0	↑	30	30	1 of 18			😊
	Community Tenure - 90 days	96.7	100.0	↑	30	30	1 of 18			😊
	Level of Functioning Improvement	68.9	88.9	↑	16	18	2 of 18			😊
	Planned Discharges	72.3	83.3	↑	15	18	3 of 18			😊
	14-Day Followup	26.0	0.0	↓	0	16	15 of 15	☹		
	Initiation of Treatment	98.3	100.0	↑	10	10	1 of 17			😊
	Engagement in Treatment	9.8	0.0	↓	0	10	18 of 18	☹		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	55.3	↑	21	38	17 of 58		😊	
	Planned Discharges	44.7	41.5	↓	17	41	26 of 60		😊	
	Employment	12.5	23.5	↑	8	34	19 of 49		😊	
	Initiation of Treatment	77.3	91.7	↑	100	109	9 of 60			😊
	Engagement in Treatment	63.6	89.0	↑	97	109	6 of 60			😊

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	100.0	↑	5	5	1 of 63			😊
Post Discharge	Survival	99.0	100.0	↑	25	25	1 of 62			😊
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	-2.63	↓	.00	2.63	46 of 52	☹		
	Incarceration	2.11	.00	↓	2.44	2.44	18 of 60		😊	
	Arrest	11.19	4.69	↓	12.50	7.81	56 of 66	☹		
	Clients With Wages	-4.76	10.53	↑	52.63	63.16	4 of 72			😊
	Median Wages	\$338.70	\$1,837.30	↑	\$1,635.20	\$3,472.50	3 of 72			😊

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	6	6	1 of 48			😊
	Favorable Outcomes	91.8	100.0	↑	6	6	1 of 48			😊
	Service Quality	88.0	100.0	↑	6	6	1 of 48			😊
	Favorable Time to First Service	92.6	83.3	↓	5	6	45 of 48	☹		
	Convenient Time	94.1	100.0	↑	6	6	1 of 48			😊

Indicator Summary

Comparing Score to State Average ↓ = 7 ↑ = 17

Quartiles **Bottom** **Middle 2** **Top**
☹ = 5 😊 = 4 😊 = 15

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COPE, INC. (851)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COPE, INC. (851)

**Clients Admitted and Served
at the Agency (FY04)**
350

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	76	24	0	26	73	49	40	5	1	4	2	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	23	9	15	15	16	52	4		3		61	0
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	0	3	6	1	12	1	0	1	0	9	\$199,500.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	350
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	12,899
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	36.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	35

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	138	41.8	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	174	52.7	28.2
63 Moved			0.3			0.2			5.9	2	0.6	2.3
64 Transferred			12.2			2.2			12.6	3	0.9	5.2
65 Incarcerated			0.1			0.1			1.2	1	0.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	12	3.6	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	27		10.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

All Adult Clients

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	14.0	↓	31	221	48 of 58	☹️		
	Planned Discharges	44.7	41.2	↓	96	233	27 of 60		☹️	
	Employment	12.5	6.7	↓	6	90	42 of 49		☹️	
	Initiation of Treatment	77.3	77.7	↑	157	202	29 of 60		☹️	
	Engagement in Treatment	63.6	64.4	↑	130	202	28 of 60		☹️	

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge		Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	100.0	↑	1	1	1 of 63			😊
					# Clients receiving Treatment	# Survivors Year after Discharge				
Post Discharge										
	Survival									
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions									
	Incarceration									
	Arrest	11.19	21.43	↑	21.43	.00	12 of 66			😊
	Clients With Wages	-4.76	-25.00	↓	100.00	75.00	69 of 72	😞		
	Median Wages	\$338.70	\$2,015.40	↑	\$645.80	\$2,661.20	2 of 72			😊

	Average	Score	to State Avg	Numerator	Denominator	Bottom	Middle 2	Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Comparing Score to State Average **↓ = 4** **↑ = 5**

Quartiles	Bottom	Middle 2	Top
	☹ = 2	☺ = 4	☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**Clients Admitted and Served
at the Agency (FY04)**
432

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	54	46	0	22	77	63	26	6	0	4	0	0	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	26	18	72	22	35	54	17		2		9	0	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
3	0	7	2	0	12	4	0	1	0	1		\$419,555.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	1	Clients	0	Clients	0	Clients	431
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	11,457
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	26.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	31

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	154	37.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	12	2.9	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	155	37.9	28.2
63 Moved			0.3			0.2			5.9	7	1.7	2.3
64 Transferred			12.2			2.2			12.6	22	5.4	5.2
65 Incarcerated			0.1			0.1			1.2	19	4.6	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										2	0.5	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	38	9.3	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	14		4.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	48.2	↑	122	253	27 of 58			☹
	Planned Discharges	44.7	40.6	↓	102	251	30 of 60			☹
	Employment	12.5	20.1	↑	32	159	22 of 49			☹
	Initiation of Treatment	77.3	72.4	↓	226	312	42 of 60			☹
	Engagement in Treatment	63.6	56.1	↓	175	312	40 of 60			☹

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	88.9	↓	9	8	36 of 44			☹
	Incarceration Free	87.0	87.5	↑	24	21	25 of 48			☹
	Arrest Free	69.8	66.7	↓	66	44	42 of 63			☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	99.6	↑	274	273	33 of 62			☹
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	.93	↓	4.19	3.26	31 of 52			☹
	Incarceration	2.11	-6.48	↓	3.24	9.72	47 of 60			☹
	Arrest	11.19	19.64	↑	31.25	11.61	17 of 66			☺
	Clients With Wages	-4.76	-11.63	↓	74.88	63.26	62 of 72			☹
	Median Wages	\$338.70	\$614.00	↑	\$2,267.50	\$2,881.60	18 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	95.5	↑	64	67	21 of 48			☹
	Favorable Outcomes	91.8	80.6	↓	54	67	41 of 48			☹
	Service Quality	88.0	89.6	↑	60	67	23 of 48			☹
	Favorable Time to First Service	92.6	94.0	↑	63	67	26 of 48			☹
	Convenient Time	94.1	97.0	↑	65	67	19 of 48			☹

Indicator Summary

Comparing Score
to State Average ↓ = 9 ↑ = 10

Quartiles Bottom Middle 2 Top
☹ = 4 ☹ = 13 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOMINY HEALTH SRVCS CTR INC. (902)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HOMINY HEALTH SRVCS CTR INC. (902)

**Clients Admitted and Served
at the Agency (FY04)**
90

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	41	59	0	36	64	76	1	17	0	1	5	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	16	10	75	28	5	30	30	2		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	2	3		0	5	0	0	0	0	1	\$117,221.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	89
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,694
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	19.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	38	54.3	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9	1	1.4	2.3
64 Transferred			12.2			2.2			12.6	2	2.9	5.2
65 Incarcerated			0.1			0.1			1.2	1	1.4	2.6
66 Broke Rules			1.4			7.3			20.1	1	1.4	5.7
67 AWOL			10.3			9.8			10.7	27	38.6	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	25		30.5									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HOMINY HEALTH SRVCS CTR INC. (902)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	43.8	31.5	↓	17	54	35 of 58	☹	
	Planned Discharges	44.7	52.8	↑	28	53	15 of 60		☺
	Employment	12.5	11.5	↓	3	26	30 of 49	☹	
	Initiation of Treatment	77.3	85.7	↑	42	49	16 of 60	☹	
	Engagement in Treatment	63.6	65.3	↑	32	49	27 of 60	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48		☺
	Arrest Free	69.8	66.7	↓	9	6	42 of 63	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.0	98.1	↓	53	52	51 of 62	☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	2.11	1.56	↓	1.56	.00	14 of 60		☺
	Arrest	11.19	7.69	↓	15.38	7.69	48 of 66	☹	
	Clients With Wages	-4.76	-3.17	↑	68.25	65.08	32 of 72	☹	
	Median Wages	\$338.70	\$115.90	↑	\$3,203.00	\$3,318.90	56 of 72	☹	
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 5	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 7	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PALMER DRUG ABUSE PROGRAM INC. (903)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (FY04)**
13

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	77	23	0	100	0	77	8	8	0	8	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	0	0	69	15	8	92	15	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	1	3	2	0	8	2	1	2	1	1	\$2,170,117.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	13
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	287
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	22.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	6	46.2	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	7.7	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	3	23.1	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	1	7.7	5.7
67 AWOL			10.3			9.8			10.7	1	7.7	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	7.7	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		2	16.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 PALMER DRUG ABUSE PROGRAM INC. (903)

All Adult
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	44.4	↑	4	9	30 of 58			☹
	Planned Discharges	44.7	44.4	↓	4	9	25 of 60			☹
	Employment	12.5	0.0	↓	0	7	49 of 49	☹		
	Initiation of Treatment	77.3	70.0	↓	7	10	48 of 60	☹		
	Engagement in Treatment	63.6	50.0	↓	5	10	46 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 4 ↑ = 1

Quartiles Bottom Middle 2 Top
 ☹ = 3 ☺ = 2 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Clients Admitted and Served
at the Agency (FY04)**
1,186

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	69	31	0	22	78	55	35	8	0	2	0	13
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	27	18	57	21	33	39	17	1		16	29	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	1	10	0	0	13	2	0	1	0	1	\$964,474.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	829	Clients	0	Clients	0	Clients	520
Units of Service	6,827	Units of Service	0	Units of Service	0	Units of Service	8,323
Avg Hours Per Client	8.2	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	16.0
Avg Daily Census	19	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	23

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	145	23.4	65.1			66.2			40.4	112	25.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	38	8.7	4.1
62 Left ACA/ 90 Days	182	29.4	10.3			10.1			5.7	242	55.5	28.2
63 Moved	2	0.3	0.3			0.2			5.9	1	0.2	2.3
64 Transferred	284	45.8	12.2			2.2			12.6	24	5.5	5.2
65 Incarcerated			0.1			0.1			1.2	9	2.1	2.6
66 Broke Rules	6	1.0	1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment	1	0.2	0.2			2.0			1.7	10	2.3	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	445		38.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	50.0	↓	2	4	8 of 9	☹		
	Planned Discharges	71.2	45.0	↓	391	868	9 of 9	☹		
	14-Day Follow-up	43.7	0.0	↓	0	23	7 of 7		☹	
	Initiation of Treatment	20.3	22.9	↑	168	733	6 of 9			☹
	Engagement in Treatment	17.4	17.6	↑	129	733	6 of 9			☹
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	30.5	↓	65	213	36 of 58			☹
	Planned Discharges	44.7	39.6	↓	89	225	31 of 60			☹
	Employment	12.5	19.2	↑	25	130	25 of 49			☹
	Initiation of Treatment	77.3	76.7	↓	161	210	35 of 60			☹
	Engagement in Treatment	63.6	58.6	↓	123	210	35 of 60			☹

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	97.7	↑	44	43	30 of 44			☹
	Incarceration Free	87.0	81.5	↓	65	53	32 of 48			☹
	Arrest Free	69.8	60.9	↓	220	134	51 of 63	☹		
Post Discharge	Survival	99.0	99.2	↑	# Clients receiving Treatment 1,054	# Survivors Year after Discharge 1,046	38 of 62			☹
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	1.77	↓	4.86	3.09	28 of 52			☹
	Incarceration	2.11	-4.37	↓	6.14	10.51	38 of 60			☹
	Arrest	11.19	5.49	↓	27.14	21.65	54 of 66	☹		
	Clients With Wages	-4.76	-8.50	↓	70.31	61.81	53 of 72			☹
	Median Wages	\$338.70	\$3.80	↑	\$1,986.00	\$1,989.80	60 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 14 ↑ = 5

Quartiles Bottom Middle 2 Top
☹ = 6 ☹ = 13 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (FY04)**
146

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	53	47	0	27	73	59	18	23	1	0	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	48	40	30	56	14	48	13	4		39	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	3	2	0	5	1	0	1	0	0		\$175,832.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	146
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,996
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	27.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	6	23.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	7.7	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	14	53.8	28.2
63 Moved			0.3			0.2			5.9	1	3.8	2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										1	3.8	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	7.7	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	69		71.9									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	26.3	↓	5	19	41 of 58		☹	
	Planned Discharges	44.7	26.3	↓	5	19	45 of 60		☹	
	Employment	12.5	30.8	↑	4	13	10 of 49			☺
	Initiation of Treatment	77.3	74.0	↓	57	77	39 of 60		☹	
	Engagement in Treatment	63.6	53.2	↓	41	77	43 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			☺
	Incarceration Free									
	Arrest Free	69.8	40.0	↓	5	2	61 of 63	☹		
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 11	# Survivors Year after Discharge 11	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	4.76	↑	4.76	.00	9 of 52			☺
	Incarceration	2.11	-8.70	↓	.00	8.70	51 of 60	☹		
	Arrest	11.19	8.70	↓	30.43	21.74	46 of 66		☹	
	Clients With Wages	-4.76	9.52	↑	61.90	71.43	5 of 72			☺
	Median Wages	\$338.70	\$341.40	↑	\$2,411.30	\$2,752.70	34 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 7 ↑ = 6

Quartiles Bottom Middle 2 Top
☹ = 2 ☹ = 6 ☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (FY04)**
436

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	56	44	0	33	66	85	5	6	1	2	1	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	27	20	50	29	9	57	25	3		10	15	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
9	1	13	10	0	33	18	0	0	2	13	\$1,179,007.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	434
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	18,617
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	42.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	51

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	113	35.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8	14	4.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	103	32.4	28.2
63 Moved			0.3			0.2			5.9	9	2.8	2.3
64 Transferred			12.2			2.2			12.6	6	1.9	5.2
65 Incarcerated			0.1			0.1			1.2	16	5.0	2.6
66 Broke Rules			1.4			7.3			20.1	3	0.9	5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										2	0.6	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	51	16.0	6.5
70 Treatment Incompatibility										1	.31	.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count		Percent									
	123		41.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	54.2	↑	77	142	20 of 58		☹	
	Planned Discharges	44.7	50.4	↑	68	135	19 of 60		☹	
	Employment	12.5	28.3	↑	17	60	14 of 49			☺
	Initiation of Treatment	77.3	76.9	↓	186	242	33 of 60		☹	
	Engagement in Treatment	63.6	64.0	↑	155	242	29 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	12	12	1 of 44			☺
	Incarceration Free	87.0	66.7	↓	9	6	39 of 48	☹		
	Arrest Free	69.8	72.9	↑	59	43	28 of 63		☹	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 234	# Survivors Year after Discharge 234	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	4.22	↑	5.06	.84	13 of 52			☺
	Incarceration	2.11	-2.36	↓	1.97	4.33	31 of 60		☹	
	Arrest	11.19	14.16	↑	23.45	9.29	34 of 66		☹	
	Clients With Wages	-4.76	-4.22	↑	72.57	68.35	39 of 72		☹	
	Median Wages	\$338.70	\$283.50	↑	\$2,612.40	\$2,895.90	39 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	89.6	↓	43	48	39 of 48	☹		
	Favorable Outcomes	91.8	81.3	↓	39	48	39 of 48	☹		
	Service Quality	88.0	85.4	↓	41	48	40 of 48	☹		
	Favorable Time to First Service	92.6	89.6	↓	43	48	35 of 48		☹	
	Convenient Time	94.1	85.4	↓	41	48	47 of 48	☹		

All Adult Clients

- Clients had to be formally admitted and receive at least one

to the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or:

Indicators was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or:

o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus.

code of (06), or:

to the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or:

Detox	Level of Functioning improvement	Other service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus	Code (02-03 or 06)

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with Emergency admission to treatment rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator Community Tenure - 90 days The number of clients at risk for the indicator event.

Agency Numerator Level of number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face 😊, agencies falling into the middle 2 quartiles will receive a normal face 😐, and agencies scoring in the bottom quartile receive a sad face ☹️.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Planned Discharge	Level of Functioning Improvement	Change in Level of Functioning	ICIS Transactions	Days Between Transactions	Residential Treatment and Detox Transactions
Outpatient and Halfway House	At least two ICIS/CDC transactions with at least 30 days between the transactions	Any positive change is counted. To be included	At least two ICIS/CDC transactions with at least 30 days between the transactions	At least 30 days between the transactions	At least two transactions

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and

Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

	Count	%	Target	Status
Planned Discharge: A discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following were excluded: clients identified as dependent or co-dependents and clients discharged due to death, incarceration or failed to	438	77%	468	🟡
Planned Discharges	447	80%	468	🟢
Engagement	504	91%	550	🟡

	77.3	76.9	↓	186	242	33 of 60	☹️
14-Day Follow-up – The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the	63.6	64.0	↑	155	242	29 of 60	😞

	Average	Score NOT readmitted	A year before	Year following	have been dis	Rated Middle 2 Top
Community Tenure - 30/90 Days - This is a measure of Average who Score NOT readmitted A year before Year following have been dis Rated Middle 2 Top from potential treatment then return within 30/90 days to (86) resident/facility treatment facility. Read Discharge count Discharge the discharging/transferring facility.						

<p>Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.</p> <p>Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as <i>initiating</i> treatment when they receive a second service within 14 days of the first service and counted as <i>engaging</i> in treatment when they receive two additional services within 40 days of initiation.</p>	<p>12</p> <p>12</p> <p>1 of 44</p>	<p>12</p> <p>12</p> <p>1 of 44</p>	<p>12</p> <p>12</p> <p>1 of 44</p>
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For Detox services, clients are counted as <i>initiating</i> treatment only when they receive a follow-up service within 64 days of discharge and counted as <i>engaging</i> in treatment when they receive two additional services within 30 days of initiation.	# Clients	# Survivors	# Deaths
2019-2020	1,000	400	200

	# Clients receiving treatment	# Survivors 1 year after Discharge
For Residential Treatment services, clients are counted as <i>initiating</i> treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as <i>engaging</i> in treatment when they receive two additional services within 30 days of discharge from residential treatment.		

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment.	% Year before Discharge	% Year following Discharge
Difference Between Post & Pre Treatment		
DUI Convictions	2.12	4.22
Imprisonment	5.06	1.84
Wages	1.01	1.01
Mortality	1.01	1.01

	2011	2012	2013	2014	2015	2016
DUI Conviction Free Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.	2.11	2.36	1.97	4.33	31 of 60	👍
Arrest	11.19	14.16	23.45	9.29	34 of 66	👎

Measure	2019	2020	2021	2022	2023	2024	2025
Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge							
Clients With Wages	-4.76	-4.22	↑	72.57	68.35	39 of 72	☹️

Arrest Free - Amongst those who are released from jail, the percentage who DO NOT have an arrest in the year after discharge.

Survival- The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge	State Agency	Comparing Score	Agency	Agency	Rank	Quartiles

Incarceration Difference - The percentage of clients who served time in prison in the year after discharges subtracted from the percentage of clients incarcerated in the year before discharges	Average	Score	to State Avg	Numerator	Denominator	Bottom	Middle	2	Top
Satisfaction	91.0	87.5	↓	7	8	20 of 48			☹

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge

Service Quality	88.0	87.5	↓	7	8	40 of 48
Median Wages Difference	Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge					
Favorable Time to First Service	92.6	100.0	↑	8	8	35 of 48

discharge.	Favorable Time to First Service	92.0	100.0	↓	8	8	33 of 48	⊖
Clients with Wages Difference:	The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.							
	Convenient Time	94.9	87.5	↓	7	8	47 of 48	⊖

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

☹ = 5 ☺ = 10 😊 = 4

Please See The Indicator Notes On The Next Page

Please See The Indicator Notes On The Next Page

☹ = 5

results to pa
☹ = 10

😊 = 4

Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
N.E. OK COUNCIL ON ALCOHOLISM (907)

**Clients Admitted and Served
at the Agency (FY04)**
341

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	75	25	0	29	70	71	2	24	1	2	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	33	21	54	26	3	42	11	1		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	4	2	0	7	4	0	0	0	3	\$365,546.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	88	Clients	10	Clients	274
Units of Service	0	Units of Service	3,222	Units of Service	503	Units of Service	5,731
Avg Hours Per Client	0.0	Avg Days Per Client	36.6	Avg Days Per Client	50.3	Avg Hours Per Client	20.9
Avg Daily Census	0	Avg Daily Census	9	Avg Daily Census	1	Avg Daily Census	16

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	61	78.2	66.2	6	66.7	40.4	107	42.0	38.8
61 Completed Court Commitment			0.0	1	1.3	2.0	2	22.2	1.8	4	1.6	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	101	39.6	28.2
63 Moved			0.3			0.2			5.9	4	1.6	2.3
64 Transferred			12.2	1	1.3	2.2			12.6	10	3.9	5.2
65 Incarcerated			0.1			0.1			1.2	6	2.4	2.6
66 Broke Rules			1.4	10	12.8	7.3	1	11.1	20.1	9	3.5	5.7
67 AWOL			10.3	5	6.4	9.8			10.7	1	0.4	6.1
68 Death										1	0.4	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	12	4.7	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count		Percent									
	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
N.E. OK COUNCIL ON ALCOHOLISM (907)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement Planned Discharges 14-Day Follow-up Initiation of Treatment Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	98.0	↓	96	98	13 of 18		☹	
	Community Tenure - 90 days	96.7	88.8	↓	87	98	18 of 18	☹		
	Level of Functioning Improvement	68.9	78.9	↑	71	90	6 of 18		☹	
	Planned Discharges	72.3	81.1	↑	73	90	4 of 18			☺
	14-Day Followup	26.0	58.3	↑	14	24	1 of 15			☺
	Initiation of Treatment	98.3	100.0	↑	57	57	1 of 17			☺
	Engagement in Treatment	9.8	21.1	↑	12	57	3 of 18			☺
Halfway	Level of Functioning Improvement	67.5	28.6	↓	2	7	8 of 10	☹		
	Planned Discharges	40.5	70.0	↑	7	10	1 of 11			☺
	Employment	45.3	16.7	↓	1	6	9 of 11	☹		
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	50.3	↑	88	175	24 of 58		☹	
	Planned Discharges	44.7	45.2	↑	89	197	24 of 60		☹	
	Employment	12.5	13.0	↑	12	92	27 of 49		☹	
	Initiation of Treatment	77.3	75.1	↓	154	205	37 of 60		☹	
	Engagement in Treatment	63.6	60.5	↓	124	205	32 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure										
	DUI Convictions Free	95.0	86.4	↓	22	19	39 of 44	☹		
	Incarceration Free	87.0	95.5	↑	22	21	20 of 48		☹	
	Arrest Free	69.8	68.9	↓	61	42	37 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	99.1	↑	329	326	42 of 62		☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	3.54	↑	6.49	2.95	17 of 52		☹	
	Incarceration	2.11	-2.84	↓	4.91	7.75	34 of 60		☹	
	Arrest	11.19	12.18	↑	20.30	8.12	39 of 66		☹	
	Clients With Wages	-4.76	-5.60	↓	65.19	59.59	45 of 72		☹	
	Median Wages	\$338.70	\$253.80	↑	\$2,253.20	\$2,506.90	42 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	98.0	↑	48	49	14 of 48		☹	
	Favorable Outcomes	91.8	85.7	↓	42	49	34 of 48	☹		
	Service Quality	88.0	89.8	↑	44	49	21 of 48		☹	
	Favorable Time to First Service	92.6	95.9	↑	47	49	22 of 48		☹	
	Convenient Time	94.1	95.7	↑	45	47	26 of 48		☹	

Indicator Summary

**Comparing Score
to State Average** ↓ = 12 ↑ = 17

Quartiles **Bottom** **Middle 2** **Top**
☹ = 5 ☹ = 19 ☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE CO COUNSELING SVC,INC. (908)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PAYNE CO COUNSELING SVC,INC. (908)

**Clients Admitted and Served
at the Agency (FY04)**
90

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	73	27	0	47	53	83	9	6	1	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	9	8	71	3	5	31	8	1		10	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	2	2	2		0	2	0	2	0	1	\$138,688.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	90
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,642
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	18.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	20	35.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8	10	17.5	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	20	35.1	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6	3	5.3	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	1	1.8	5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	3	5.3	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	18		24.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PAYNE CO COUNSELING SVC,INC. (908)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	55.8	↑	29	52	16 of 58			☹
	Planned Discharges	44.7	37.0	↓	20	54	34 of 60			☹
	Employment	12.5	12.0	↓	3	25	29 of 49			☹
	Initiation of Treatment	77.3	77.3	↓	34	44	30 of 60			☹
	Engagement in Treatment	63.6	65.9	↑	29	44	26 of 60			☹

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	16	16	1 of 44			☺
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☺
	Arrest Free	69.8	94.1	↑	102	96	10 of 63			☺
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 155	# Survivors Year after Discharge 155	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	7.65	↑	9.41	1.76	4 of 52			☺
	Incarceration	2.11	.00	↓	1.15	1.15	18 of 60			☹
	Arrest	11.19	40.69	↑	48.28	7.59	1 of 66			☺
	Clients With Wages	-4.76	-3.53	↑	76.47	72.94	34 of 72			☹
	Median Wages	\$338.70	\$276.90	↑	\$2,474.20	\$2,751.10	40 of 72			☹

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	11	11	1 of 48			☺
	Favorable Outcomes	91.8	90.9	↓	10	11	29 of 48			☹
	Service Quality	88.0	90.9	↑	10	11	17 of 48			☹
	Favorable Time to First Service	92.6	100.0	↑	11	11	1 of 48			☺
	Convenient Time	94.1	100.0	↑	11	11	1 of 48			☺

Indicator Summary

Comparing Score to State Average		↓ = 6	↑ = 13	Quartiles	Bottom	Middle 2	Top
					☹ = 0	☹ = 10	☺ = 9

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

S.W. YOUTH & FAMILY SERVICES (909)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
S.W. YOUTH & FAMILY SERVICES (909)

**Clients Admitted and Served
at the Agency (FY04)**
106

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	49	51	0	33	67	81	4	10	0	1	4	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	25	22	34	22	5	43	33	4		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	1		0 2	0	0	0	0	0	\$144,181.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	106
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,300
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	12.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	30	35.3	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	2.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	29	34.1	28.2
63 Moved			0.3			0.2			5.9	1	1.2	2.3
64 Transferred			12.2			2.2			12.6	6	7.1	5.2
65 Incarcerated			0.1			0.1			1.2	7	8.2	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	10	11.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	53		61.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
S.W. YOUTH & FAMILY SERVICES (909)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	43.8	51.2	↑	21	41	23 of 58		☹
	Planned Discharges	44.7	41.0	↓	16	39	29 of 60		☹
	Employment	12.5	7.1	↓	1	14	39 of 49		☹
	Initiation of Treatment	77.3	72.7	↓	48	66	40 of 60		☹
	Engagement in Treatment	63.6	51.5	↓	34	66	45 of 60		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free	95.0	100.0	↑	3	3	1 of 44		☺
	Incarceration Free								
	Arrest Free	69.8	84.6	↑	13	11	17 of 63		☹
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 45	# Survivors Year after Discharge 45	1 of 62		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions	2.12	6.67	↑	6.67	.00	6 of 52		☺
	Incarceration								
	Arrest	11.19	6.85	↓	10.96	4.11	52 of 66	☹	
	Clients With Wages	-4.76	-6.67	↓	78.33	71.67	49 of 72		☹
	Median Wages	\$338.70	-\$41.70	↓	\$2,539.30	\$2,497.60	63 of 72	☹	
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 5	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 7	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (FY04)**
370

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	52	48	0	26	74	70	21	5	1	3	0	1	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	38	36	43	44	35	55	18		3		0	34	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
8	0	18	7	0	33	0	0	0	0	5		\$1,955,001.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

All Adult Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	97.0	↓	131	135	16 of 18	☹		
	Community Tenure - 90 days	96.7	93.3	↓	126	135	17 of 18	☹		
	Level of Functioning Improvement	68.9	74.5	↑	82	110	10 of 18		☺	
	Planned Discharges	72.3	35.8	↓	39	109	18 of 18	☹		
	14-Day Followup	26.0	30.8	↑	12	39	4 of 15			☺
	Initiation of Treatment	98.3	97.5	↓	77	79	15 of 17	☹		
	Engagement in Treatment	9.8	11.4	↑	9	79	8 of 18		☺	
Halfway	Level of Functioning Improvement	67.5	72.1	↑	31	43	4 of 10		☺	
	Planned Discharges	40.5	39.7	↓	25	63	6 of 11		☺	
	Employment	45.3	51.5	↑	17	33	5 of 11		☺	
	Initiation of Treatment	99.3	100.0	↑	55	55	1 of 10			☺
	Engagement in Treatment	97.9	96.4	↓	53	55	8 of 10	☹		
Outpatient	Level of Functioning Improvement	43.8	67.8	↑	80	118	7 of 58			☺
	Planned Discharges	44.7	51.2	↑	62	121	16 of 60		☺	
	Employment	12.5	28.6	↑	20	70	13 of 49			☺
	Initiation of Treatment	77.3	87.2	↑	109	125	13 of 60			☺
	Engagement in Treatment	63.6	78.4	↑	98	125	14 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	92.9	↓	14	13	33 of 44		☺	
	Incarceration Free	87.0	65.4	↓	26	17	44 of 48	☹		
	Arrest Free	69.8	68.9	↓	132	91	35 of 63		☺	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 287	# Survivors Year after Discharge 287	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	2.10	↓	4.19	2.10	24 of 52		☺	
	Incarceration	2.11	-8.11	↓	5.90	14.00	49 of 60	☹		
	Arrest	11.19	24.61	↑	36.76	12.15	6 of 66			☺
	Clients With Wages	-4.76	-1.50	↑	64.07	62.57	28 of 72		☺	
	Median Wages	\$338.70	\$824.50	↑	\$1,596.00	\$2,420.50	13 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	78.2	↓	104	133	45 of 48	☹		
	Favorable Outcomes	91.8	83.3	↓	110	132	38 of 48	☹		
	Service Quality	88.0	84.2	↓	112	133	42 of 48	☹		
	Favorable Time to First Service	92.6	88.6	↓	117	132	39 of 48	☹		
	Convenient Time	94.1	92.4	↓	121	131	38 of 48	☹		

Indicator Summary

Comparing Score to State Average ↓ = 16 ↑ = 15

Quartiles Bottom Middle 2 Top
☹ = 12 ☺ = 10 ☺ = 9

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY YOUTH & FAMILY CENTER (911)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY YOUTH & FAMILY CENTER (911)

**Clients Admitted and Served
at the Agency (FY04)**
352

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	70	30	0	25	75	71	12	6	1	10	1	4
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	39	21	73	31	23	51	30	1		14	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	9	0	10	3	0	1	0	6	\$113,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	3	Clients	349
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,472
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	9.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	169	57.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8	3	1.0	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	5	1.7	28.2
63 Moved			0.3			0.2			5.9	2	0.7	2.3
64 Transferred			12.2			2.2			12.6	2	0.7	5.2
65 Incarcerated			0.1			0.1			1.2	1	0.3	2.6
66 Broke Rules			1.4			7.3			20.1	108	36.9	5.7
67 AWOL			10.3			9.8			10.7	3	1.0	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	85	24.3										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY YOUTH & FAMILY CENTER (911)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	6.4	↓	11	172	54 of 58	☹		
	Planned Discharges	44.7	50.0	↑	105	210	20 of 60		☹	
	Employment	12.5	0.6	↓	1	154	48 of 49	☹		
	Initiation of Treatment	77.3	76.5	↓	150	196	36 of 60		☹	
	Engagement in Treatment	63.6	57.1	↓	112	196	38 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free	87.0	100.0	↑	1	1	1 of 48			☹
	Arrest Free	69.8	86.7	↑	15	13	14 of 63			☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	14	14	1 of 62			☹
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions									
	Incarceration	2.11	-5.66	↓	.00	5.66	42 of 60		☹	
	Arrest	11.19	28.00	↑	32.80	4.80	4 of 66			☹
	Clients With Wages	-4.76	2.00	↑	58.00	60.00	14 of 72			☹
	Median Wages	\$338.70	\$1,134.20	↑	\$1,207.40	\$2,341.60	8 of 72			☹

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 5 ↑ = 7

Quartiles Bottom Middle 2 Top
☹ = 2 ☹ = 4 ☹ = 6

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

STARTING POINT II, INC. (913)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
STARTING POINT II, INC. (913)

**Clients Admitted and Served
at the Agency (FY04)**
450

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	73	27	0	46	54	79	7	11	1	0	2	11	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	27	19	73	29	17	33	4		0		0	24	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
8	0	2	2		0 12	3	0	0	0	0		\$167,025.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
STARTING POINT II, INC. (913)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement	78.5	98.7	↑	299	303	1 of 9			☺
	Planned Discharges	71.2	87.6	↑	361	412	5 of 9		☹	
	14-Day Follow-up	43.7	39.1	↓	18	46	6 of 7		☹	
	Initiation of Treatment	20.3	30.3	↑	95	314	4 of 9		☹	
	Engagement in Treatment	17.4	27.1	↑	85	314	4 of 9		☹	
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	58.3	↑	28	48	14 of 58			☺
	Planned Discharges	44.7	78.7	↑	48	61	5 of 60			☺
	Employment	12.5	3.8	↓	1	26	45 of 49		☹	
	Initiation of Treatment	77.3	67.9	↓	36	53	51 of 60	☹		
	Engagement in Treatment	63.6	54.7	↓	29	53	41 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	24	24	1 of 44			☺
	Incarceration Free	87.0	83.3	↓	12	10	29 of 48		☹	
	Arrest Free	69.8	71.9	↑	121	87	31 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.9	↓	446	441	43 of 62		☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	2.04	↓	4.91	2.86	26 of 52		☹	
	Incarceration	2.11	-1.66	↓	3.87	5.52	26 of 60		☹	
	Arrest	11.19	11.78	↑	24.89	13.11	41 of 66		☹	
	Clients With Wages	-4.76	-5.32	↓	75.05	69.73	42 of 72		☹	
	Median Wages	\$338.70	\$297.70	↑	\$1,890.00	\$2,187.70	37 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 10 ↑ = 9

Quartiles Bottom Middle 2 Top
☹ = 1 ☹ = 14 ☺ = 4

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

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Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ADA AREA CHEMICAL DEP. CTR (914)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ADA AREA CHEMICAL DEP. CTR (914)

**Clients Admitted and Served
at the Agency (FY04)**
80

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	52	48	0	15	85	78	6	13	0	1	1	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	35	23	51	31	6	40	39	4		0	8	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	3	0	0	3	2	0	0	0	1	\$100,238.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	80
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,923
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	24.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	37	46.3	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	2.5	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	6	7.5	28.2
63 Moved			0.3			0.2			5.9	9	11.3	2.3
64 Transferred			12.2			2.2			12.6	5	6.3	5.2
65 Incarcerated			0.1			0.1			1.2	1	1.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7	9	11.3	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	11	13.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		3.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ADA AREA CHEMICAL DEP. CTR (914)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	87.2	↑	41	47	2 of 58			☺
	Planned Discharges	44.7	56.5	↑	26	46	13 of 60			☺
	Employment	12.5	51.7	↑	15	29	2 of 49			☺
	Initiation of Treatment	77.3	82.0	↑	41	50	22 of 60		☹	
	Engagement in Treatment	63.6	66.0	↑	33	50	25 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free	87.0	83.3	↓	6	5	29 of 48			☹
	Arrest Free	69.8	64.7	↓	17	11	47 of 63	☹		
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	118	118	1 of 62			☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	-1.85	↓	.00	1.85	43 of 52	☹		
	Incarceration	2.11	-5.17	↓	.00	5.17	41 of 60		☹	
	Arrest	11.19	23.53	↑	27.45	3.92	7 of 66			☺
	Clients With Wages	-4.76	-3.70	↑	68.52	64.81	37 of 72		☹	
	Median Wages	\$338.70	\$199.60	↑	\$2,598.60	\$2,798.20	50 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	97.5	↑	39	40	16 of 48			☹
	Favorable Outcomes	91.8	79.5	↓	31	39	42 of 48	☹		
	Service Quality	88.0	90.0	↑	36	40	19 of 48			☹
	Favorable Time to First Service	92.6	90.0	↓	36	40	32 of 48			☹
	Convenient Time	94.1	97.4	↑	38	39	17 of 48			☹

Indicator Summary

Comparing Score to State Average		↓ = 7	↑ = 11	Quartiles	Bottom	Middle 2	Top
					☹ = 3	☹ = 10	☺ = 5

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

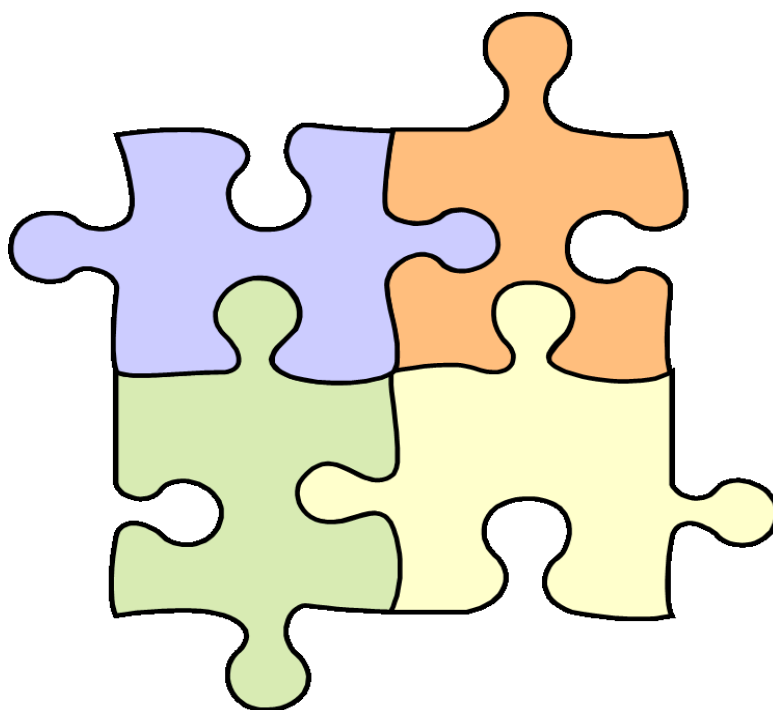
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY ALCOHOLISM SERVICES (915)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COMMUNITY ALCOHOLISM SERVICES (915)

**Clients Admitted and Served
at the Agency (FY04)**
124

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	70	30	0	14	86	63	4	27	0	1	5	19
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	18	15	72	22	4	20	12	0		1	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
3	1	1	1		0	2	0	0	0	1	\$151,611.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	122
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	5,831
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	47.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	16

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	77	70.0	38.8
61 Completed Court Commitment			0.0			2.0			1.8	2	1.8	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	3	2.7	28.2
63 Moved			0.3			0.2			5.9	13	11.8	2.3
64 Transferred			12.2			2.2			12.6	8	7.3	5.2
65 Incarcerated			0.1			0.1			1.2	4	3.6	2.6
66 Broke Rules			1.4			7.3			20.1	1	0.9	5.7
67 AWOL			10.3			9.8			10.7	2	1.8	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	14		15.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COMMUNITY ALCOHOLISM SERVICES (915)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	78.5	↑	51	65	4 of 58			☺
	Planned Discharges	44.7	66.7	↑	46	69	7 of 60			☺
	Employment	12.5	40.6	↑	13	32	4 of 49			☺
	Initiation of Treatment	77.3	91.8	↑	67	73	8 of 60			☺
	Engagement in Treatment	63.6	87.7	↑	64	73	7 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	2	2	1 of 44			☺
	Incarceration Free	87.0	60.0	↓	10	6	47 of 48	☹		
	Arrest Free	69.8	66.7	↓	15	10	42 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	98.0	↓	101	99	53 of 62	☹		
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	.00	↓	2.22	2.22	36 of 52		☹	
	Incarceration	2.11	2.78	↑	10.19	7.41	13 of 60			☺
	Arrest	11.19	9.23	↓	21.54	12.31	44 of 66		☹	
	Clients With Wages	-4.76	-11.11	↓	72.22	61.11	61 of 72	☹		
	Median Wages	\$338.70	\$814.50	↑	\$2,882.80	\$3,697.30	14 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	8	8	1 of 48			☺
	Favorable Outcomes	91.8	100.0	↑	8	8	1 of 48			☺
	Service Quality	88.0	87.5	↓	7	8	32 of 48		☹	
	Favorable Time to First Service	92.6	100.0	↑	8	8	1 of 48			☺
	Convenient Time	94.1	100.0	↑	8	8	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 7 ↑ = 12

Quartiles Bottom Middle 2 Top
☹ = 3 ☹ = 4 ☺ = 12

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

BROADWAY HOUSE, INC. (919)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
BROADWAY HOUSE, INC. (919)

**Clients Admitted and Served
at the Agency (FY04)**
59

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	100	0	0	4	96	86	6	4	0	4	0	2
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	42	29	88	10	22	34	18	0		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
												\$50,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	59	Clients	0
Units of Service	0	Units of Service	0	Units of Service	7,835	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	132.8	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	21	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2	24	39.3	40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2	12	19.7	5.9			2.3
64 Transferred			12.2			2.2	1	1.6	12.6			5.2
65 Incarcerated			0.1			0.1	2	3.3	1.2			2.6
66 Broke Rules			1.4			7.3	21	34.4	20.1			5.7
67 AWOL			10.3			9.8	1	1.6	10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
BROADWAY HOUSE, INC. (919)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement	67.5	100.0	↑	40	40	1 of 10			☺
	Planned Discharges	40.5	32.5	↓	13	40	9 of 11	☹		
	Employment	45.3	54.3	↑	19	35	4 of 11		☺	
	Initiation of Treatment	99.3	100.0	↑	42	42	1 of 10			☺
	Engagement in Treatment	97.9	100.0	↑	42	42	1 of 10			☺
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 1 ↑ = 4

Quartiles Bottom Middle 2 Top
☹ = 1 ☺ = 1 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TURNING POINT (925)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TURNING POINT (925)

**Clients Admitted and Served
at the Agency (FY04)**
142

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	67	33	0	31	69	74	7	15	0	2	3	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	31	18	68	35	5	60	8	1		15	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	2	2	0	5	3	0	0	0	2	\$388,568.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	142
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,940
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	13.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	13	54.2	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	8	33.3	28.2
63 Moved			0.3			0.2			5.9	1	4.2	2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	8.3	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	99		81.1									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TURNING POINT (925)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	9.1	↓	2	22	51 of 58	☹		
	Planned Discharges	44.7	59.1	↑	13	22	11 of 60			☺
	Employment	12.5	20.0	↑	2	10	23 of 49		☹	
	Initiation of Treatment	77.3	55.9	↓	38	68	57 of 60	☹		
	Engagement in Treatment	63.6	33.8	↓	23	68	57 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	3	3	1 of 44			☺
	Incarceration Free	87.0	75.0	↓	4	3	36 of 48		☹	
	Arrest Free	69.8	68.9	↓	45	31	36 of 63		☹	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 119	# Survivors Year after Discharge 119	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	.68	↓	2.04	1.36	33 of 52		☹	
	Incarceration	2.11	-.59	↓	6.51	7.10	21 of 60		☹	
	Arrest	11.19	13.37	↑	30.23	16.86	36 of 66		☹	
	Clients With Wages	-4.76	.68	↑	71.43	72.11	16 of 72			☺
	Median Wages	\$338.70	\$334.40	↑	\$2,178.50	\$2,513.00	35 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	95.2	↑	40	42	22 of 48		☹	
	Favorable Outcomes	91.8	71.4	↓	30	42	43 of 48	☹		
	Service Quality	88.0	88.1	↑	37	42	29 of 48		☹	
	Favorable Time to First Service	92.6	97.6	↑	41	42	18 of 48		☹	
	Convenient Time	94.1	95.2	↑	40	42	30 of 48		☹	

Indicator Summary

Comparing Score
to State Average ↓ = 9 ↑ = 10

Quartiles Bottom Middle 2 Top
☹ = 4 ☹ = 11 ☺ = 4

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EDMOND FAMILY SERVICES, INC. (929)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EDMOND FAMILY SERVICES, INC. (929)

**Clients Admitted and Served
at the Agency (FY04)**
53

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	45	55	0	29	71	96	2	0	0	2	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	21	15	53	22	12	33	39	2		0	33	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	9	0	9	2	0	0	0	0	\$67,853.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	53
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	709
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	13.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	15	34.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8	4	9.1	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	20	45.5	28.2
63 Moved			0.3			0.2			5.9	2	4.5	2.3
64 Transferred			12.2			2.2			12.6	2	4.5	5.2
65 Incarcerated			0.1			0.1			1.2	1	2.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	8		21.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EDMOND FAMILY SERVICES, INC. (929)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	78.6	↑	11	14	3 of 58			☺
	Planned Discharges	44.7	33.3	↓	5	15	39 of 60	☹		
	Employment	12.5	40.0	↑	2	5	5 of 49			☺
	Initiation of Treatment	77.3	81.0	↑	17	21	24 of 60	☹		
	Engagement in Treatment	63.6	52.4	↓	11	21	44 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48			☺
	Arrest Free	69.8	100.0	↑	6	6	1 of 63			☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	63	63	1 of 62			☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions									
	Incarceration	2.11	-6.06	↓	3.03	9.09	46 of 60	☹		
	Arrest	11.19	15.15	↑	18.18	3.03	28 of 66		☹	
	Clients With Wages	-4.76	-13.79	↓	75.86	62.07	66 of 72	☹		
	Median Wages	\$338.70	\$1,367.60	↑	\$1,591.10	\$2,958.70	7 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	2	2	1 of 48			☺
	Favorable Outcomes	91.8	100.0	↑	2	2	1 of 48			☺
	Service Quality	88.0	100.0	↑	2	2	1 of 48			☺
	Favorable Time to First Service	92.6	100.0	↑	2	2	1 of 48			☺
	Convenient Time	94.1	100.0	↑	2	2	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 4 ↑ = 13

Quartiles

Bottom

Middle 2

Top

☹ = 2

☹ = 4

☺ = 11

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PEOPLE INCORPORATED (933)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PEOPLE INCORPORATED (933)

**Clients Admitted and Served
at the Agency (FY04)**
256

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	14	86	0	34	66	62	6	23	0	2	7	4
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29	20	66	35	7	57	31		12		1	19
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	6	11	0	17	3	0	1	0	8		
												\$277,000.00

\$277,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	256
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	7,798
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	30.5
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	21

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	19	10.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	123	68.0	28.2
63 Moved			0.3			0.2			5.9	3	1.7	2.3
64 Transferred			12.2			2.2			12.6	1	0.6	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4			7.3			20.1	1	0.6	5.7
67 AWOL			10.3			9.8			10.7	33	18.2	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	0.6	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	160		76.9									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PEOPLE INCORPORATED (933)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	6.9	↓	6	87	53 of 58	☹		
	Planned Discharges	44.7	14.9	↓	14	94	52 of 60	☹		
	Employment	12.5	16.3	↑	13	80	26 of 49		☹	
	Initiation of Treatment	77.3	82.7	↑	153	185	20 of 60		☹	
	Engagement in Treatment	63.6	70.3	↑	130	185	19 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	69.8	100.0	↑	2	2	1 of 63			☺
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest	11.19	1.08	↓	6.45	5.38	59 of 66	☹		
	Clients With Wages	-4.76	3.70	↑	66.67	70.37	10 of 72			☺
	Median Wages	\$338.70	\$152.50	↑	\$1,565.00	\$1,717.60	53 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	91.3	↑	21	23	30 of 48		☹	
	Favorable Outcomes	91.8	60.9	↓	14	23	47 of 48	☹		
	Service Quality	88.0	87.0	↓	20	23	35 of 48		☹	
	Favorable Time to First Service	92.6	95.7	↑	22	23	23 of 48		☹	
	Convenient Time	94.1	95.7	↑	22	23	28 of 48		☹	

Indicator Summary

Comparing Score
to State Average ↓ = 6 ↑ = 8

Quartiles Bottom Middle 2 Top
☹ = 4 ☹ = 8 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (FY04)**
353

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	54	46	0	39	61	72	6	16	0	4	2	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	23	17	58	14	6	51	20	4		1	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
4	0	7	8	1	20	3	0	0	1	1	\$908,879.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	353
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	17,295
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	49.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	47

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	100	35.7	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	128	45.7	28.2
63 Moved			0.3			0.2			5.9	4	1.4	2.3
64 Transferred			12.2			2.2			12.6	5	1.8	5.2
65 Incarcerated			0.1			0.1			1.2	6	2.1	2.6
66 Broke Rules			1.4			7.3			20.1	3	1.1	5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death										2	0.7	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	32	11.4	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**All Adult
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	43.8	52.7	↑	98	186	22 of 58		
	Planned Discharges	44.7	33.1	↓	60	181	41 of 60		
	Employment	12.5	31.4	↑	32	102	9 of 49		☺
	Initiation of Treatment	77.3	82.5	↑	198	240	21 of 60		☹
	Engagement in Treatment	63.6	71.3	↑	171	240	18 of 60		☹
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free	95.0	100.0	↑	2	2	1 of 44		☺
	Incarceration Free	87.0	81.8	↓	11	9	31 of 48		☹
	Arrest Free	69.8	100.0	↑	26	26	1 of 63		☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
Difference Between Post & Pre Treatment	Survival	99.0	100.0	↑	120	120	1 of 62		☺
					%Year before Discharge	%Year following Discharge			
	DUI Convictions	2.12	-7.1	↓	1.43	2.14	39 of 52		☹
	Incarceration	2.11	-10.43	↓	1.84	12.27	54 of 60	☹	
	Arrest	11.19	14.29	↑	21.05	6.77	32 of 66		☹
	Clients With Wages	-4.76	-9.29	↓	78.57	69.29	56 of 72	☹	
	Median Wages	\$338.70	\$158.60	↑	\$2,562.00	\$2,720.60	52 of 72		☹
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction	91.0	94.3	↑	33	35	25 of 48		☹
	Favorable Outcomes	91.8	85.7	↓	30	35	34 of 48	☹	
	Service Quality	88.0	88.6	↑	31	35	28 of 48		☹
	Favorable Time to First Service	92.6	100.0	↑	35	35	1 of 48		☺
	Convenient Time	94.1	94.3	↑	33	35	32 of 48		☹

Indicator Summary									
Comparing Score to State Average		↓ = 7	↑ = 12	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 11	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MOORE ALC/DRUG CTR (935)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MOORE ALC/DRUG CTR (935)

**Clients Admitted and Served
at the Agency (FY04)**
45

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	30	70	0	42	58	86	2	5	0	7	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	13	7	70	12	21	56	35	27		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	14	2	0	17	0	0	0	0	0	\$169,570.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	44
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	388
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	8.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	6	14.0	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	32	74.4	28.2
63 Moved			0.3			0.2			5.9	1	2.3	2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2	1	2.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7	1	2.3	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	4.7	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		5.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MOORE ALC/DRUG CTR (935)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	20.7	↓	6	29	45 of 58	☹		
	Planned Discharges	44.7	16.7	↓	5	30	51 of 60	☹		
	Employment	12.5	33.3	↑	5	15	6 of 49			☺
	Initiation of Treatment	77.3	79.2	↑	19	24	28 of 60		☹	
	Engagement in Treatment	63.6	45.8	↓	11	24	50 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			☺
	Incarceration Free									
	Arrest Free	69.8	62.5	↓	8	5	50 of 63	☹		
Post Discharge	Survival	99.0	97.8	↓	# Clients receiving Treatment	# Survivors Year after Discharge	56 of 62	☹		
					92	90				
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	-3.70	↓	1.85	5.56	47 of 52	☹		
	Incarceration	2.11	-1.82	↓	.00	1.82	29 of 60		☹	
	Arrest	11.19	2.44	↓	12.20	9.76	58 of 66	☹		
	Clients With Wages	-4.76	-5.56	↓	85.19	79.63	44 of 72		☹	
	Median Wages	\$338.70	\$239.40	↑	\$3,186.90	\$3,426.20	43 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	100.0	↑	3	3	1 of 48			☺
	Favorable Outcomes	91.8	100.0	↑	2	2	1 of 48			☺
	Service Quality	88.0	100.0	↑	3	3	1 of 48			☺
	Favorable Time to First Service	92.6	100.0	↑	3	3	1 of 48			☺
	Convenient Time	94.1	100.0	↑	3	3	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 10 ↑ = 8

Quartiles Bottom Middle 2 Top
☹ = 7 ☹ = 4 ☺ = 7

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TOTAL LIFE COUNSELING (938)

**Clients Admitted and Served
at the Agency (FY04)**
285

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	22	78	0	43	57	54	28	6	1	6	6	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	1	1	66	1	6	42	4	17	5	0		
State Avg	32	21	58	30	18	45	21	3	11	24		
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	4	8	1	14	5	0	0	1	1	\$391,579.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TOTAL LIFE COUNSELING (938)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	72.9	↑	97	133	5 of 58			☺
	Planned Discharges	44.7	17.4	↓	27	155	49 of 60	☹		
	Employment	12.5	0.0	↓	0	113	49 of 49	☹		
	Initiation of Treatment	77.3	82.0	↑	200	244	23 of 60		☹	
	Engagement in Treatment	63.6	69.3	↑	169	244	21 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	3	3	1 of 44			☺
	Incarceration Free	87.0	100.0	↑	4	4	1 of 48			☺
	Arrest Free	69.8	78.6	↑	14	11	21 of 63		☹	
Post Discharge	Survival	99.0	100.0	↑	44	44	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	2.86	↑	4.29	1.43	20 of 52		☹	
	Incarceration	2.11	1.33	↓	4.00	2.67	15 of 60			☺
	Arrest	11.19	14.29	↑	16.48	2.20	32 of 66		☹	
	Clients With Wages	-4.76	-8.57	↓	72.86	64.29	54 of 72		☹	
	Median Wages	\$338.70	\$396.90	↑	\$2,416.90	\$2,813.80	31 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	85.7	↓	6	7	41 of 48	☹		
	Favorable Outcomes	91.8	71.4	↓	5	7	43 of 48	☹		
	Service Quality	88.0	85.7	↓	6	7	38 of 48	☹		
	Favorable Time to First Service	92.6	100.0	↑	7	7	1 of 48			☺
	Convenient Time	94.1	100.0	↑	7	7	1 of 48			☺

Indicator Summary

Comparing Score
to State Average ↓ = 7 ↑ = 12

Quartiles Bottom Middle 2 Top
☹ = 5 ☹ = 7 ☺ = 7

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

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Agency Numerator - The number of clients for whom the indicator event did occur.

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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

A BETTER CHANCE (940)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
A BETTER CHANCE (940)

**Clients Admitted and Served
at the Agency (FY04)**
159

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	6	94	0	10	86	68	20	5	0	1	6	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	0	0	0	0	0	0	100	4		0	99	
State Avg	32	21	58	30	18	45	21	3		11	24	

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	3	10	1	15	0	0	0	1	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	159
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	295
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	1.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	129	81.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
A BETTER CHANCE (940)

**All Adult
Clients**

Indicators								
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Initiation of Treatment							
	Employment							
	Planned Discharges							
	Level of Functioning Improvement							
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
	Arrest Free	69.8	92.9	↑	14	13	11 of 63	☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge		
	Survival	99.0	100.0	↑	83	83	1 of 62	☺
					%Year before Discharge	%Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration	2.11	-.95	↓	.00	.95	23 of 60	☹
	Arrest	11.19	10.89	↓	17.82	6.93	42 of 66	☹
	Clients With Wages	-4.76	-.97	↑	44.66	43.69	25 of 72	☹
	Median Wages	\$338.70	\$465.10	↑	\$3,385.90	\$3,850.90	27 of 72	☹
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average		↓ = 2	↑ = 4	Quartiles		Bottom	Middle 2	Top
						☹ = 0	☹ = 4	☺ = 2

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

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Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

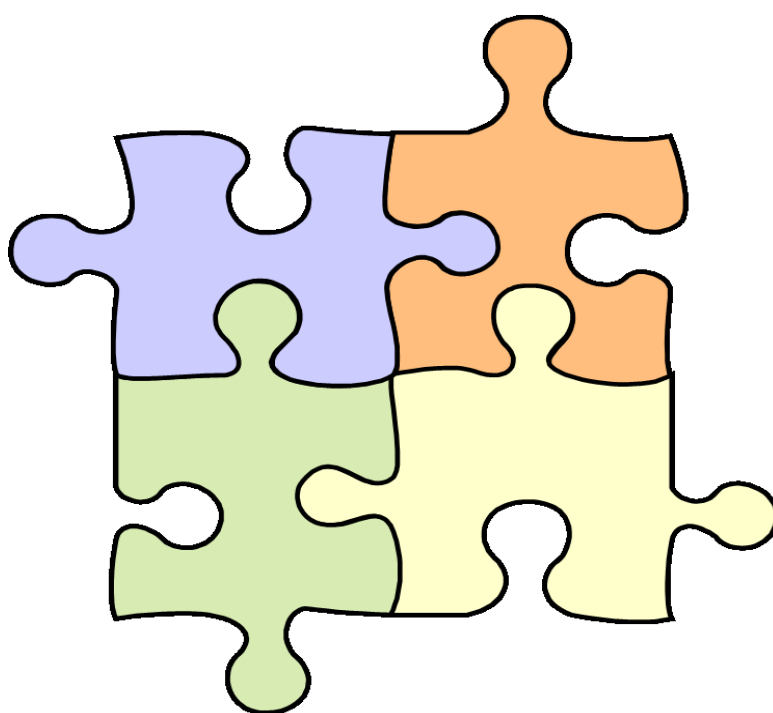
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**Clients Admitted and Served
at the Agency (FY04)**
108

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	61	39	0	35	65	84	4	0	0	2	10	0	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	25	17	67	30	10	65	16		1		6	0	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	0	1	3	1	5	2	0	0	0	0	\$93,140.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	108
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,723
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	16.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	29	28.2	38.8
61 Completed Court Commitment			0.0			2.0			1.8	22	21.4	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	28	27.2	28.2
63 Moved			0.3			0.2			5.9	3	2.9	2.3
64 Transferred			12.2			2.2			12.6	5	4.9	5.2
65 Incarcerated			0.1			0.1			1.2	1	1.0	2.6
66 Broke Rules			1.4			7.3			20.1	1	1.0	5.7
67 AWOL			10.3			9.8			10.7	11	10.7	6.1
68 Death										1	1.0	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	2	1.9	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	29		35.8									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	66.0	↑	35	53	8 of 58			☺
	Planned Discharges	44.7	25.9	↓	14	54	46 of 60	☹		
	Employment	12.5	23.8	↑	5	21	17 of 49		☺	
	Initiation of Treatment	77.3	76.8	↓	53	69	34 of 60		☺	
	Engagement in Treatment	63.6	63.8	↑	44	69	30 of 60		☺	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	2	2	1 of 44			☺
	Incarceration Free	87.0	100.0	↑	2	2	1 of 48			☺
	Arrest Free	69.8	84.6	↑	13	11	17 of 63		☺	
Post Discharge	Survival	99.0	100.0	↑	# Clients receiving Treatment 46	# Survivors Year after Discharge 46	1 of 62			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	1.72	↓	3.45	1.72	29 of 52		☺	
	Incarceration	2.11	.00	↓	1.67	1.67	18 of 60		☺	
	Arrest	11.19	19.48	↑	27.27	7.79	18 of 66		☺	
	Clients With Wages	-4.76	-6.90	↓	68.97	62.07	50 of 72		☺	
	Median Wages	\$338.70	\$910.90	↑	\$2,496.00	\$3,406.90	12 of 72			☺

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	85.7	↓	6	7	41 of 48	☹		
	Favorable Outcomes	91.8	85.7	↓	6	7	34 of 48	☹		
	Service Quality	88.0	85.7	↓	6	7	38 of 48	☹		
	Favorable Time to First Service	92.6	100.0	↑	7	7	1 of 48			☺
	Convenient Time	94.1	100.0	↑	7	7	1 of 48			☺

Indicator Summary

Comparing Score to State Average		↓ = 8	↑ = 11	Quartiles	Bottom	Middle 2	Top
					☹ = 4	☺ = 8	☺ = 7

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

INDIAN HEALTH CARE RESRCE CTR (943)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
INDIAN HEALTH CARE RESRCE CTR (943)

**Clients Admitted and Served
at the Agency (FY04)**
124

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	54	46	0	33	67	16	4	33	0	1	46	3
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29	11	79	40	11	59	14	1		0	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	5	2	8	2	0	0	0	0	\$153,538.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	124
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,991
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	32.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	24	22.4	38.8
61 Completed Court Commitment			0.0			2.0			1.8	7	6.5	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	49	45.8	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6	10	9.3	5.2
65 Incarcerated			0.1			0.1			1.2	1	0.9	2.6
66 Broke Rules			1.4			7.3			20.1	2	1.9	5.7
67 AWOL			10.3			9.8			10.7	1	0.9	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	13	12.1	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	33		35.9									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
INDIAN HEALTH CARE RESRCE CTR (943)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	27.1	↓	16	59	40 of 58		☹	
	Planned Discharges	44.7	29.3	↓	17	58	43 of 60		☹	
	Employment	12.5	27.3	↑	9	33	15 of 49			☺
	Initiation of Treatment	77.3	83.5	↑	81	97	19 of 60		☹	
	Engagement in Treatment	63.6	68.0	↑	66	97	22 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	83.3	↓	6	5	42 of 44		☹	
	Incarceration Free	87.0	62.5	↓	8	5	46 of 48		☹	
	Arrest Free	69.8	63.8	↓	47	30	49 of 63		☹	
					# Clients receiving Treatment	# Survivors Year after Discharge				
Post Discharge										
	Survival	99.0	100.0	↑	148	148	1 of 62			☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	.59	↓	3.53	2.94	34 of 52		☹	
	Incarceration	2.11	-2.04	↓	6.12	8.16	30 of 60		☹	
	Arrest	11.19	5.46	↓	24.04	18.58	55 of 66		☹	
	Clients With Wages	-4.76	-4.71	↑	81.76	77.06	41 of 72		☹	
	Median Wages	\$338.70	\$266.20	↑	\$2,071.30	\$2,337.50	41 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 9 ↑ = 5

Quartiles Bottom Middle 2 Top
☹ = 4 ☹ = 8 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NATIVE AMERICAN CENTER OF RECOVERY (948)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NATIVE AMERICAN CENTER OF RECOVERY (948)

**Clients Admitted and Served
at the Agency (FY04)**
58

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	73	27	0	20	80	75	2	20	0	4	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	15	7	65	25	8	29	6	0		7	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	1	0	2	0	4	0	0	0	0	2	\$34,507.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	58
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,396
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	24.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	33	55.0	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	1	1.7	28.2
63 Moved			0.3			0.2			5.9	5	8.3	2.3
64 Transferred			12.2			2.2			12.6	9	15.0	5.2
65 Incarcerated			0.1			0.1			1.2	3	5.0	2.6
66 Broke Rules			1.4			7.3			20.1	3	5.0	5.7
67 AWOL			10.3			9.8			10.7	3	5.0	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	3	5.0	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		6	12.2									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NATIVE AMERICAN CENTER OF RECOVERY (948)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	62.9	↑	22	35	9 of 58			☺
	Planned Discharges	44.7	73.7	↑	28	38	6 of 60			☺
	Employment	12.5	30.0	↑	3	10	12 of 49			☺
	Initiation of Treatment	77.3	89.6	↑	43	48	10 of 60			☺
	Engagement in Treatment	63.6	77.1	↑	37	48	16 of 60		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	2	2	1 of 44			☺
	Incarceration Free	87.0	50.0	↓	2	1	48 of 48	☹		
	Arrest Free	69.8	64.7	↓	17	11	47 of 63	☹		
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	100.0	↑	44	44	1 of 62			☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	.00	↓	3.03	3.03	36 of 52		☹	
	Incarceration	2.11	-8.97	↓	3.85	12.82	52 of 60	☹		
	Arrest	11.19	14.10	↑	25.64	11.54	35 of 66		☹	
	Clients With Wages	-4.76	-13.64	↓	81.82	68.18	65 of 72	☹		
	Median Wages	\$338.70	\$123.70	↑	\$2,142.30	\$2,266.00	55 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 6 ↑ = 8

Quartiles Bottom Middle 2 Top
☹ = 5 ☺ = 3 ☺ = 6

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROGERS COUNTY DRUG ABUSE (949)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROGERS COUNTY DRUG ABUSE (949)

**Clients Admitted and Served
at the Agency (FY04)**
232

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	65	35	0	32	68	82	0	15	1	1	1	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	16	15	42	33	8	45	11		0		0	57
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	2		0	3	0	0	0	0	0	\$121,070.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	232
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	4,831
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	20.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	13

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	11	14.1	38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	65	83.3	28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2	2	2.6	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	129		76.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROGERS COUNTY DRUG ABUSE (949)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	0.0	↓	0	50	58 of 58	☹		
	Planned Discharges	44.7	6.1	↓	3	49	57 of 60	☹		
	Employment	12.5	6.9	↓	2	29	41 of 49		☺	
	Initiation of Treatment	77.3	72.2	↓	96	133	44 of 60		☺	
	Engagement in Treatment	63.6	62.4	↓	83	133	31 of 60		☺	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	75.0	↓	4	3	44 of 44	☹		
	Incarceration Free	87.0	100.0	↑	4	4	1 of 48			☺
	Arrest Free	69.8	85.0	↑	20	17	16 of 63			☺
Post Discharge	Survival	99.0	99.1	↑	# Clients receiving Treatment 116	# Survivors Year after Discharge 115	41 of 62		☺	
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	3.61	↑	6.02	2.41	16 of 52		☺	
	Incarceration	2.11	.99	↓	9.90	8.91	16 of 60		☺	
	Arrest	11.19	15.32	↑	23.42	8.11	27 of 66		☺	
	Clients With Wages	-4.76	-3.61	↑	74.70	71.08	35 of 72		☺	
	Median Wages	\$338.70	\$446.50	↑	\$3,070.90	\$3,517.40	28 of 72		☺	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 7 ↑ = 7

Quartiles Bottom Middle 2 Top
☹ = 3 ☺ = 9 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CARE FOR CHANGE INC. (951)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CARE FOR CHANGE INC. (951)

**Clients Admitted and Served
at the Agency (FY04)**
341

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	63	38	0	30	70	38	55	4	0	4	0	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	16	11	28	4	28	57	20	2		17	0	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	3	5	0	8	1	0	0	0	0	\$445,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CARE FOR CHANGE INC. (951)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	22.7	↓	51	225	42 of 58			☹
	Planned Discharges	44.7	47.3	↑	107	226	23 of 60			☹
	Employment	12.5	3.3	↓	4	122	46 of 49	☹		
	Initiation of Treatment	77.3	71.6	↓	169	236	45 of 60			☹
	Engagement in Treatment	63.6	56.8	↓	134	236	39 of 60			☹

Long-Term Outcomes (CY01 Clients)		State Average	Agency Score	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	85.7	↓	7	6	40 of 44	☹		
	Incarceration Free	87.0	90.5	↑	95	86	24 of 48			☹
	Arrest Free	69.8	73.0	↑	37	27	27 of 63			☹
Post Discharge	Survival	99.0	99.4	↑	# Clients receiving Treatment 347	# Survivors Year after Discharge 345	35 of 62			☹
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions	2.12	2.05	↓	4.79	2.74	25 of 52			☹
	Incarceration	2.11	30.50	↑	37.84	7.34	5 of 60			☹
	Arrest	11.19	21.54	↑	26.92	5.38	11 of 66			☹
	Clients With Wages	-4.76	-4.11	↑	64.38	60.27	38 of 72			☹
	Median Wages	\$338.70	\$232.50	↑	\$2,374.50	\$2,607.00	45 of 72			☹

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	97.9	↑	46	47	15 of 48			☹
	Favorable Outcomes	91.8	80.9	↓	38	47	40 of 48	☹		
	Service Quality	88.0	89.4	↑	42	47	24 of 48			☹
	Favorable Time to First Service	92.6	100.0	↑	47	47	1 of 48			☹
	Convenient Time	94.1	95.7	↑	45	47	26 of 48			☹

Indicator Summary

Comparing Score
to State Average ↓ = 8 ↑ = 11

Quartiles Bottom Middle 2 Top
☹ = 3 ☹ = 13 ☹ = 3

Please See The Indicator Notes On The Next Page

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 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NW SUBSTANCE TREATMENT CNTR (953)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NW SUBSTANCE TREATMENT CNTR (953)

**Clients Admitted and Served
at the Agency (FY04)**
61

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	41	59	78	2	12	0	4	4	30
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	52	43	43	61	16	59	31		15		7	8
State Avg	32	21	58	30	18	45	21		3		11	24
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
												\$508,123.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	61	Clients	0	Clients	0
Units of Service	0	Units of Service	2,601	Units of Service	0	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	42.6	Avg Days Per Client	0.0	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	7	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	33	56.9	66.2			40.4			38.8
61 Completed Court Commitment			0.0			2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3	16	27.6	10.1			5.7			28.2
63 Moved			0.3	2	3.4	0.2			5.9			2.3
64 Transferred			12.2	3	5.2	2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	2	3.4	7.3			20.1			5.7
67 AWOL			10.3	2	3.4	9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	11		21.2									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 NW SUBSTANCE TREATMENT CNTR (953)

All Adult
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	93.4	↓	57	61	18 of 18	⊗		
	Community Tenure - 90 days	96.7	93.4	↓	57	61	16 of 18	⊗		
	Level of Functioning Improvement	68.9	71.2	↑	37	52	11 of 18		☹	
	Planned Discharges	72.3	55.8	↓	29	52	15 of 18	⊗		
	14-Day Followup	26.0	0.0	↓	0	9	15 of 15	⊗		
	Initiation of Treatment	98.3	100.0	↑	35	35	1 of 17			☺
	Engagement in Treatment	9.8	2.9	↓	1	35	15 of 18	⊗		
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free	95.0	100.0	↑	1	1	1 of 44			☺
	Incarceration Free	87.0	100.0	↑	17	17	1 of 48			☺
	Arrest Free	69.8	80.0	↑	10	8	19 of 63		☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	99.0	99.2	↑	122	121	39 of 62		☹	
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions	2.12	-2.50	↓	2.50	5.00	45 of 52	⊗		
	Incarceration	2.11	60.87	↑	63.48	2.61	4 of 60			☺
	Arrest	11.19	20.69	↑	31.03	10.34	14 of 66			☺
	Clients With Wages	-4.76	5.00	↑	45.00	50.00	7 of 72			☺
	Median Wages	\$338.70	\$471.20	↑	\$446.20	\$917.40	26 of 72		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	80.0	↓	16	20	43 of 48	⊗		
	Favorable Outcomes	91.8	95.0	↑	19	20	22 of 48		☹	
	Service Quality	88.0	90.0	↑	18	20	19 of 48		☹	
	Favorable Time to First Service	92.6	90.0	↓	18	20	32 of 48		☹	
	Convenient Time	94.1	90.0	↓	18	20	42 of 48	⊗		

Indicator Summary

Comparing Score to State Average	↓ = 9	↑ = 12	Quartiles	Bottom	Middle 2	Top
				⊗ = 8	☹ = 7	☺ = 6

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
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 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW DIRECTIONS (957)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW DIRECTIONS (957)

**Clients Admitted and Served
at the Agency (FY04)**
127

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	0	100	0	27	73	57	20	13	3	2	4	0	
State Avg	59	41	0	26	73	69	14	11	0	3	3	7	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	50	45	19	57	35	56	6		1		100	0	
State Avg	32	21	58	30	18	45	21		3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
1	0	2	0	0	3	2	0	0	0	1		\$168,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW DIRECTIONS (957)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	3.6	↓	2	56	57 of 58	☹		
	Planned Discharges	44.7	89.3	↑	50	56	2 of 60			☺
	Employment	12.5	0.0	↓	0	56	49 of 49	☹		
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration	2.11	91.18	↑	94.12	2.94	1 of 60			☺
	Arrest	11.19	16.67	↑	33.33	16.67	23 of 66	☹		
	Clients With Wages	-4.76	.00	↑	.00	.00	18 of 72			☺
	Median Wages	\$338.70	\$0.00	↑	\$0.00	\$0.00	61 of 72	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score
to State Average ↓ = 3 ↑ = 4

Quartiles Bottom Middle 2 Top
☹ = 3 ☹ = 1 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Clients Admitted and Served
at the Agency (FY04)**
138

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	55	45	0	35	65	39	14	3	0	43	1	1
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	5	4	85	8	26	49	12	2		4	21	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	2	6	0	9	4	0	2	0	5	\$195,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	43.8	49.1	↑	53	108	25 of 58		☹	
	Planned Discharges	44.7	49.5	↑	54	109	22 of 60		☹	
	Employment	12.5	2.6	↓	1	38	47 of 49	☹		
	Initiation of Treatment	77.3	84.3	↑	86	102	17 of 60		☹	
		63.6	77.5	↑	79	102	15 of 60			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction		91.0	100.0	↑	26	26	1 of 48			☺
Favorable Outcomes		91.8	88.5	↓	23	26	31 of 48		☹	
Service Quality		88.0	92.3	↑	24	26	13 of 48		☹	
Favorable Time to First Service		92.6	91.7	↓	22	24	31 of 48		☹	
Convenient Time		94.1	96.2	↑	25	26	25 of 48		☹	

Indicator Summary

Comparing Score to State Average		↓ = 3	↑ = 7	Quartiles	Bottom	Middle 2	Top
					☹ = 1	☹ = 7	☺ = 2

Please See The Indicator Notes On The Next Page

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 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

TULSA WOMEN AND CHILDREN'S CENTER (959)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TULSA WOMEN AND CHILDREN'S CENTER (959)

**Clients Admitted and Served
at the Agency (FY04)**
132

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	33	67	64	12	18	1	1	4	15
State Avg	59	41	0	26	73	69	14	11	0	3	3	7
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	45	37	27	51	36	51	42	36		12	14	
State Avg	32	21	58	30	18	45	21	3		11	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification						
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	132	Clients	0	Clients	0
Units of Service	0	Units of Service	9,299	Units of Service	0	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	70.4	Avg Days Per Client	0.0	Avg Hours Per Client	0.0
Avg Daily Census	0	Avg Daily Census	25	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	62	48.8	66.2			40.4			38.8
61 Completed Court Commitment			0.0	1	0.8	2.0			1.8			4.1
62 Left ACA/ 90 Days			10.3	10	7.9	10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2	2	1.6	2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules			1.4	9	7.1	7.3			20.1			5.7
67 AWOL			10.3	41	32.3	9.8			10.7			6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	2	1.6	2.0			1.7			6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 TULSA WOMEN AND CHILDREN'S CENTER (959)

All Adult
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days	98.2	100.0	↑	96	96	1 of 18			😊
	Community Tenure - 90 days	96.7	100.0	↑	96	96	1 of 18			😊
	Level of Functioning Improvement	68.9	31.2	↓	24	77	17 of 18	☹		
	Planned Discharges	72.3	53.2	↓	41	77	17 of 18	☹		
	14-Day Followup	26.0	4.5	↓	1	22	14 of 15	☹		
	Initiation of Treatment	98.3	100.0	↑	61	61	1 of 17			😊
	Engagement in Treatment	9.8	4.9	↓	3	61	13 of 18		☹	
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction	91.0	96.8	↑	30	31	17 of 48		😊	
	Favorable Outcomes	91.8	100.0	↑	31	31	1 of 48			😊
	Service Quality	88.0	93.5	↑	29	31	8 of 48			😊
	Favorable Time to First Service	92.6	100.0	↑	30	30	1 of 48			😊
	Convenient Time	94.1	100.0	↑	31	31	1 of 48			😊

Indicator Summary

Comparing Score to State Average	↓ = 4	↑ = 8	Quartiles	Bottom	Middle 2	Top
				☹ = 3	😊 = 2	😊 = 7

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RESONANCE, INC. (960)

Adult Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RESONANCE, INC. (960)

**Clients Admitted and Served
at the Agency (FY04)**
8

**All Adult
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	25	75	75	13	13	0	0	0	0
State Avg	59	41	0	26	73	69	14	11	0	3	3	7

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	14	14	0	38	25	50	13	14	0	0
State Avg	32	21	58	30	18	45	21	3	11	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	8
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	56
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	7.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	3	37.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	12.5	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7			28.2
63 Moved			0.3			0.2			5.9			2.3
64 Transferred			12.2			2.2			12.6			5.2
65 Incarcerated			0.1			0.1			1.2	1	12.5	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7	2	25.0	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	12.5	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	0	0.0										

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RESONANCE, INC. (960)

**All Adult
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment	77.3	80.0	↑	4	5	26 of 60			☹
	Engagement in Treatment	63.6	40.0	↓	2	5	52 of 60	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 1	↑ = 1	Quartiles	Bottom	Middle 2	Top
					☹ = 1	☺ = 1	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HUMAN SKILLS & RESOURCES (461)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HUMAN SKILLS & RESOURCES (461)

**Clients Admitted and Served
at the Agency (FY04)**
317

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	75	25	0	24	75	77	5	12	0	2	3	1
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	17	11	56	19	7	42	18	1		5	70	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	3	13	3	20	6	0	0	0	1	\$213,333.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	317
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	11,511
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	36.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	32

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										42	33.6	35.8
61 Completed Court Commitment										12	9.6	15.5
62 Left ACA/ 90 Days										2	1.6	12.6
63 Moved										1	0.8	0.7
64 Transferred										1	0.8	10.3
65 Incarcerated										8	6.4	10.8
66 Broke Rules										4	3.2	4.6
67 AWOL										25	20.0	4.8
68 Death										1	0.8	0.5
69 Failed to Begin Treatment										2	1.6	1.3
70 Treatment Incompatibility										27	21.60	3.10
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	112	60.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HUMAN SKILLS & RESOURCES (461)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	52.1	↓	37	71	12 of 19		☹
	Planned Discharges	51.0	54.4	↑	37	68	9 of 19		☹
	Employment	31.6	21.7	↓	5	23	14 of 15		☹
	Initiation of Treatment	92.8	88.0	↓	147	167	19 of 21	☹	
	Engagement in Treatment	89.9	85.0	↓	142	167	17 of 21	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free	87.5	100.0	↑	1	1	1 of 6		☺
	Incarceration Free								
	Arrest Free	72.1	100.0	↑	3	3	1 of 13		☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	27	27	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	.52	4.76	↑	4.76	.00	3 of 8		☹
	Incarceration	-21.33	-18.52	↑	3.70	22.22	8 of 15		☹
	Arrest	7.59	4.76	↓	14.29	9.52	8 of 14		☹
	Clients With Wages	-4.19	4.76	↑	76.19	80.95	4 of 16		☺
	Median Wages	\$448.60	\$1,037.40	↑	\$2,877.90	\$3,915.30	4 of 16		☺
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 8	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 6	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE COUNTY DRUG COURT, INC. (462)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PAYNE COUNTY DRUG COURT, INC. (462)

**Clients Admitted and Served
at the Agency (FY04)**
53

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	75	25	0	42	58	79	9	9	0	2	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12	6	42	8	9	62	11	6	0	0
State Avg	32	24	58	38	14	53	21	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
1	0	1	1	0	3	1	1	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	53
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,824
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	34.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										6	19.4	35.8
61 Completed Court Commitment										24	77.4	15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred												10.3
65 Incarcerated												10.8
66 Broke Rules										1	3.2	4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		7	30.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 PAYNE COUNTY DRUG COURT, INC. (462)

Adult Drug
 Court
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	10.0	↓	1	10	18 of 19	☹	
	Planned Discharges	51.0	7.7	↓	1	13	18 of 19	☹	
	Employment	31.6	0.0	↓	0	1	15 of 15	☹	
	Initiation of Treatment	92.8	97.0	↑	32	33	11 of 21		☹
	Engagement in Treatment	89.9	97.0	↑	32	33	7 of 21		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival	99.6	100.0	↑	# Clients receiving Treatment 1	# Survivors Year after Discharge 1	1 of 16		☹
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages	-4.19	100.00	↑	.00	100.00	1 of 16		☹
	Median Wages	\$448.60	\$530.00	↑	\$0.00	\$530.00	11 of 16		☹
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 5	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 3	☹ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FOCUS (463)

**Clients Admitted and Served
at the Agency (FY04)**
52

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	56	44	0	40	60	54	0	27	0	2	17	29
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	67	62	44	98	4	71	8	8		92	2	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	1	0	1	1	0	0	1	1		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	52
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,554
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	68.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										4	15.4	35.8
61 Completed Court Commitment										3	11.5	15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred										2	7.7	10.3
65 Incarcerated												10.8
66 Broke Rules										14	53.8	4.6
67 AWOL										2	7.7	4.8
68 Death												0.5
69 Failed to Begin Treatment										1	3.8	1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FOCUS (463)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	29.4	↓	5	17	15 of 19		☹
	Planned Discharges	51.0	22.2	↓	4	18	16 of 19	☹	
	Employment	31.6	25.0	↓	3	12	13 of 15		☹
	Initiation of Treatment	92.8	100.0	↑	34	34	1 of 21		☺
	Engagement in Treatment	89.9	100.0	↑	34	34	1 of 21		☺
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 2	☹ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OKLAHOMA FAMILIES FIRST, INC. (467)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OKLAHOMA FAMILIES FIRST, INC. (467)

**Clients Admitted and Served
at the Agency (FY04)**
28

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	71	29	0	21	79	64	0	36	0	0	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	43	39	93	71	0	75	7		0		0	0
State Avg	32	24	58	38	14	53	21		2		9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	2	1	0	3	1	0	0	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	28
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,428
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	86.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										6	42.9	35.8
61 Completed Court Commitment										1	7.1	15.5
62 Left ACA/ 90 Days										1	7.1	12.6
63 Moved												0.7
64 Transferred										3	21.4	10.3
65 Incarcerated										2	14.3	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death										1	7.1	0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		1	8.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OKLAHOMA FAMILIES FIRST, INC. (467)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg		Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Engagement in Treatment								
	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
Outpatient	Engagement in Treatment								
	Level of Functioning Improvement	56.5	54.5	↓		6	11	11 of 19	☹
	Planned Discharges	51.0	55.6	↑		5	9	8 of 19	☹
	Employment	31.6	0.0	↓		0	3	15 of 15	☹
	Initiation of Treatment	92.8	100.0	↑		8	8	1 of 21	☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg		# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival					# Clients receiving Treatment	# Survivors Year after Discharge		
						%Year before Discharge	%Year following Discharge		
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg		Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 2	↑ = 3	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 2	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (FY04)**
48

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	65	35	0	25	75	63	8	25	0	4	0	2
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	56	33	65	25	10	48	48	8		19	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	7	2	0	9	0	0	1	0	6		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	48
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,705
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	77.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										5	12.2	35.8
61 Completed Court Commitment												15.5
62 Left ACA/ 90 Days												12.6
63 Moved										1	2.4	0.7
64 Transferred										25	61.0	10.3
65 Incarcerated										8	19.5	10.8
66 Broke Rules										1	2.4	4.6
67 AWOL										1	2.4	4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	3		16.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Adult Drug
Court
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	56.5	25.0	↓	3	12	16 of 19			☹
	Planned Discharges	51.0	18.2	↓	2	11	17 of 19	☹		
	Employment	31.6	0.0	↓	0	10	15 of 15	☹		
	Initiation of Treatment	92.8	100.0	↑	43	43	1 of 21			☺
	Engagement in Treatment	89.9	100.0	↑	43	43	1 of 21			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 2	☺ = 1	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

JIM TALIAFERRO CMHC (502)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
JIM TALIAFERRO CMHC (502)

**Clients Admitted and Served
at the Agency (FY04)**
6

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	83	17	0	83	17	67	33	0	0	0	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	67	33	50	83	0	0	0	0
State Avg	32	24	58	38	14	53	21	2	9	17

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	1	1	1	0	3	0	0	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	6
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	16
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	2.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												35.8
61 Completed Court Commitment												15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred												10.3
65 Incarcerated										2	100.0	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	0		0.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 ☹ = 0 ☺ = 0 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (FY04)**
14

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	79	21	0	29	71	93	7	0	0	0	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	50	43	29	86	14	21	14	0		0	21	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	0	6	0	6	0	0	1	0	0	\$67,500.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	14
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	922
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	65.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												35.8
61 Completed Court Commitment												15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred												10.3
65 Incarcerated										6	100.0	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		40.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Adult Drug Court Clients

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	56.5	0.0	↓	0	2	19 of 19	☹		
	Planned Discharges									
	Employment									
	Initiation of Treatment	92.8	81.8	↓	9	11	21 of 21	☹		
	Engagement in Treatment	89.9	81.8	↓	9	11	19 of 21	☹		

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle 2	Top
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival								
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Comparing Score to State Average	↓ = 3	↑ = 0	Quartiles	Bottom ☹ = 3	Middle 2 ☹ = 0	Top ☺ = 0
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Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY SUBSTANCE ABUSE CTR (639)

**Clients Admitted and Served
at the Agency (FY04)**
152

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	81	19	0	30	70	58	5	32	0	1	4	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	36	31	74	46	9	62	28	1		1	9	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	1	5	0	0	7	4	0	1	0	7	\$220,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	152
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	9,529
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	62.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	26

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										24	26.1	35.8
61 Completed Court Commitment										32	34.8	15.5
62 Left ACA/ 90 Days										1	1.1	12.6
63 Moved												0.7
64 Transferred										10	10.9	10.3
65 Incarcerated										20	21.7	10.8
66 Broke Rules										2	2.2	4.6
67 AWOL										3	3.3	4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	1		1.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TRI-CITY SUBSTANCE ABUSE CTR (639)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	59.6	↑	31	52	10 of 19		☹
	Planned Discharges	51.0	38.5	↓	15	39	13 of 19		☹
	Employment	31.6	36.8	↑	7	19	7 of 15		☹
	Initiation of Treatment	92.8	97.3	↑	71	73	10 of 21		☹
	Engagement in Treatment	89.9	93.2	↑	68	73	10 of 21		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	72.1	100.0	↑	2	2	1 of 13		☺
Post Discharge	Survival	99.6	100.0	↑	# Clients receiving Treatment	# Survivors Year after Discharge			
					25	25	1 of 16		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration	-21.33	-24.00	↓	.00	24.00	10 of 15		☹
	Arrest	7.59	5.26	↓	10.53	5.26	7 of 14		☹
	Clients With Wages	-4.19	.00	↑	78.95	78.95	6 of 16		☹
	Median Wages	\$448.60	-\$8.50	↓	\$2,806.80	\$2,798.30	14 of 16	☹	
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 7	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 8	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (FY04)**
59

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	81	19	0	24	76	81	16	2	0	2	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	28	22	50	33	19	53	45	3		0	17	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
5	2	4	5	0	16	7	0	0	0	6	\$113,333.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	5	Clients	10	Clients	3	Clients	59
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	4,094
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	69.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										11	31.4	35.8
61 Completed Court Commitment										4	11.4	15.5
62 Left ACA/ 90 Days										2	5.7	12.6
63 Moved												0.7
64 Transferred										7	20.0	10.3
65 Incarcerated										6	17.1	10.8
66 Broke Rules										3	8.6	4.6
67 AWOL										1	2.9	4.8
68 Death												0.5
69 Failed to Begin Treatment										1	2.9	1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		1	3.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Adult Drug Court Clients

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	56.5	15.8	↓	3	19	17 of 19	☹		
	Planned Discharges	51.0	35.3	↓	6	17	14 of 19		☹	
	Employment	31.6	0.0	↓	0	6	15 of 15	☹		
	Initiation of Treatment	92.8	98.0	↑	48	49	9 of 21		☹	
	Engagement in Treatment	89.9	98.0	↑	48	49	6 of 21		☹	

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle	Top
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival				%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								

	Average	Score	to State Avg	Numerator	Denominator	Bottom	Middle 2	Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 2	😊 = 3	😊 = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (FY04)**
16

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	88	13	0	44	56	81	6	6	0	6	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	40	27	50	63	13	31	6	7		0	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	1	0		0	2	1	0	0	0	1	\$67,500.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	6	Clients	0	Clients	13
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	639
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	49.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												35.8
61 Completed Court Commitment												15.5
62 Left ACA/ 90 Days										1	100.0	12.6
63 Moved												0.7
64 Transferred												10.3
65 Incarcerated												10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		66.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

**Adult Drug
Court
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	56.5	0.0	↓	0	1	19 of 19	☹		
	Planned Discharges	51.0	100.0	↑	1	1	1 of 19			☺
	Employment									
	Initiation of Treatment	92.8	100.0	↑	8	8	1 of 21			☺
	Engagement in Treatment	89.9	87.5	↓	7	8	16 of 21	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average		↓ = 2	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 1	☺ = 1	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
THE OAKS REHAB. SERVICES CTR (655)

**Clients Admitted and Served
at the Agency (FY04)**
72

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	64	36	0	28	71	93	3	1	0	0	3	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	45	32	32	71	0	69	11		0		3	0
State Avg	32	24	58	38	14	53	21		2		9	17
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	3	4		0	7	2	0	0	1	1	
												\$90,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	5	Clients	0	Clients	72
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,827
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	39.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	8

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										35	55.6	35.8
61 Completed Court Commitment												15.5
62 Left ACA/ 90 Days										13	20.6	12.6
63 Moved										1	1.6	0.7
64 Transferred										12	19.0	10.3
65 Incarcerated										2	3.2	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	5		9.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 THE OAKS REHAB. SERVICES CTR (655)

Adult Drug
 Court
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	66.7	↑	30	45	7 of 19		☹
	Planned Discharges	51.0	56.8	↑	25	44	7 of 19		☹
	Employment	31.6	32.1	↑	9	28	10 of 15		☹
	Initiation of Treatment	92.8	95.3	↑	41	43	13 of 21		☹
	Engagement in Treatment	89.9	93.0	↑	40	43	11 of 21		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free	58.3	60.0	↑	5	3	3 of 6		☹
	Arrest Free	72.1	40.0	↓	5	2	11 of 13	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	50	50	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	-21.33	-18.00	↑	10.00	28.00	7 of 15		☹
	Arrest	7.59	6.06	↓	15.15	9.09	6 of 14		☹
	Clients With Wages	-4.19	-6.06	↓	51.52	45.45	11 of 16		☹
	Median Wages	\$448.60	\$480.10	↑	\$1,971.70	\$2,451.80	12 of 16		☹
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 10	☺ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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Agency Demoninator - The number of clients at risk for the indicator event.

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Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (FY04)**
126

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	69	31	0	21	79	78	2	10	2	1	8	0	
State Avg	69	31	0	25	75	69	10	14	0	2	4	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	47	37	70	56	11	64	29	1		6		0	
State Avg	32	24	58	38	14	53	21	2		9		17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	0	1	4	0	5	2	0	0	0	0	\$156,250.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	126
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	6,270
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	49.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	17

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										3	37.5	35.8
61 Completed Court Commitment										1	12.5	15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred										1	12.5	10.3
65 Incarcerated										2	25.0	10.8
66 Broke Rules												4.6
67 AWOL										1	12.5	4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	56		75.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Adult Drug Court Clients

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	56.5	71.4	↑	5	7	6 of 19		☹️	
	Planned Discharges	51.0	50.0	↓	3	6	10 of 19		☹️	
	Employment	31.6	75.0	↑	3	4	1 of 15			😊
	Initiation of Treatment	92.8	88.6	↓	62	70	18 of 21	☹️		
	Engagement in Treatment	89.9	88.6	↓	62	70	13 of 21		☹️	

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom Middle 2 Top		
DUI Convictions Free									
Incarceration Free									
Arrest Free									
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
Survival		99.6	100.0	↑	8	8	1 of 16		😊
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
DUI Convictions		.52	-14.29	↓	.00	14.29	8 of 8	😞	
Incarceration		-21.33	-12.50	↑	.00	12.50	4 of 15		😊
Arrest									
Clients With Wages		-4.19	.00	↑	57.14	57.14	6 of 16	😞	
Median Wages		\$448.60	\$666.40	↑	\$3,233.60	\$3,900.00	6 of 16	😞	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Comparing Score to State Average **↓ = 4** **↑ = 6**

Quartiles	Bottom	Middle 2	Top
	☹ = 2	☹ = 5	☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

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Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**Clients Admitted and Served
at the Agency (FY04)**
107

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	51	49	0	10	89	55	36	7	0	2	0	0	
State Avg	69	31	0	25	75	69	10	14	0	2	4	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	35	26	66	29	56	46	13		3		15	0	
State Avg	32	24	58	38	14	53	21		2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
1	0	5	2	0	8	4	0	1	0	1		\$100,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	39.6	↓	19	48	14 of 19		☹
	Planned Discharges	51.0	38.6	↓	17	44	12 of 19		☹
	Employment	31.6	33.3	↑	10	30	9 of 15		☹
	Initiation of Treatment	92.8	91.3	↓	63	69	17 of 21	☹	
	Engagement in Treatment	89.9	84.1	↓	58	69	18 of 21	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
	DUI Convictions Free								
	Incarceration Free	58.3	50.0	↓	2	1	4 of 6	☹	
	Arrest Free	72.1	50.0	↓	6	3	9 of 13		☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	35	35	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	-21.33	-28.57	↓	8.57	37.14	11 of 15		☹
	Arrest	7.59	10.00	↑	30.00	20.00	5 of 14		☹
	Clients With Wages	-4.19	-10.00	↓	65.00	55.00	14 of 16	☹	
	Median Wages	\$448.60	\$648.90	↑	\$2,091.90	\$2,740.80	9 of 16		☹
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 8	↑ = 4	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 7	☺ = 1	

Please See The Indicator Notes On The Next Page

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Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PALMER DRUG ABUSE PROGRAM INC. (903)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PALMER DRUG ABUSE PROGRAM INC. (903)

**Clients Admitted and Served
at the Agency (FY04)**
1

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	100	0	0	100	0	100	0	0	0	0	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	0	0	100	100	0	100	0	0		0	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	1	1		0	3	0	1	0	0	0	\$20,250.00

Adult Drug Court Clients

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	56.5	0.0	↓	0	1	19 of 19	☹️		
	Planned Discharges	51.0	0.0	↓	0	1	19 of 19	☹️		
	Employment	31.6	0.0	↓	0	1	15 of 15	☹️		
	Initiation of Treatment	92.8	100.0	↑	1	1	1 of 21			😊
	Engagement in Treatment	89.9	100.0	↑	1	1	1 of 21			😊

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle	Top
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival								
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								

	Average	Score	to State Avg	Numerator	Denominator	Bottom	Middle 2	Top
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Comparing Score to State Average **↓ = 3** **↑ = 2**

Quartiles	Bottom	Middle 2	Top
	☹ = 3	☹ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Clients Admitted and Served
at the Agency (FY04)**
132

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	76	24	0	18	82	62	24	10	0	2	1	3
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	12	4	74	10	16	44	22		0		20	14
State Avg	32	24	58	38	14	53	21		2		9	17
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	8	0	0	9	2	0	1	0	0	\$173,333.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	29	Clients	0	Clients	0	Clients	108
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,862
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	35.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										31	30.7	35.8
61 Completed Court Commitment										30	29.7	15.5
62 Left ACA/ 90 Days										19	18.8	12.6
63 Moved												0.7
64 Transferred										18	17.8	10.3
65 Incarcerated										3	3.0	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	49		50.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	66.7	↑	26	39	7 of 19	☹	
	Planned Discharges	51.0	65.8	↑	25	38	4 of 19		☺
	Employment	31.6	46.2	↑	6	13	6 of 15	☹	
	Initiation of Treatment	92.8	92.3	↓	24	26	16 of 21	☹	
	Engagement in Treatment	89.9	88.5	↓	23	26	14 of 21	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free	87.5	100.0	↑	1	1	1 of 6		☺
	Incarceration Free								
	Arrest Free	72.1	85.7	↑	7	6	6 of 13	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	67	67	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	.52	.00	↓	2.22	2.22	5 of 8	☹	
	Incarceration	-21.33	-31.34	↓	1.49	32.84	13 of 15	☹	
	Arrest	7.59	2.22	↓	15.56	13.33	9 of 14	☹	
	Clients With Wages	-4.19	-2.22	↑	75.56	73.33	9 of 16	☹	
	Median Wages	\$448.60	\$1,182.30	↑	\$2,491.20	\$3,673.50	2 of 16		☺
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 8	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 8	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (FY04)**
49

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	63	37	0	20	80	47	24	29	0	0	0	2	
State Avg	69	31	0	25	75	69	10	14	0	2	4	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	52	44	41	57	31	55	29		2		17	0	
State Avg	32	24	58	38	14	53	21		2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	0	2	1	0	3	0	0	1	0	0	\$83,125.00		

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Engagement in Treatment								
	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
Outpatient	Engagement in Treatment								
	Level of Functioning Improvement	56.5	100.0	↑	2	2	1 of 19		☺
	Planned Discharges	51.0	50.0	↓	1	2	10 of 19	☹	
	Employment	31.6	50.0	↑	1	2	3 of 15		☺
	Initiation of Treatment	92.8	100.0	↑	13	13	1 of 21		☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	72.1	.0	↓	1	0	13 of 13	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	3	3	1 of 16		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration	-21.33	-66.67	↓	.00	66.67	15 of 15	☹	
	Arrest	7.59	.00	↓	100.00	100.00	10 of 14	☹	
	Clients With Wages	-4.19	100.00	↑	.00	100.00	1 of 16		☺
	Median Wages	\$448.60	\$660.60	↑	\$0.00	\$660.60	7 of 16	☹	
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 7	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☺ = 2	☺ = 6	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (FY04)**
120

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	64	36	0	28	73	87	4	6	2	1	1	2
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	33	27	55	43	9	63	28	2		4	11	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
7	1	9	5	0	22	13	0	0	1	7	\$168,750.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	120
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	10,119
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	84.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	28

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										24	40.0	35.8
61 Completed Court Commitment										7	11.7	15.5
62 Left ACA/ 90 Days										10	16.7	12.6
63 Moved										2	3.3	0.7
64 Transferred												10.3
65 Incarcerated										13	21.7	10.8
66 Broke Rules												4.6
67 AWOL												4.8
68 Death												0.5
69 Failed to Begin Treatment										4	6.7	1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
Clients Not Seen Within 90 Days		Count	Percent									
		21	39.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	75.0	↑	21	28	5 of 19		☺
	Planned Discharges	51.0	62.5	↑	15	24	6 of 19	☹	
	Employment	31.6	57.1	↑	4	7	2 of 15		☺
	Initiation of Treatment	92.8	86.0	↓	74	86	20 of 21	☹	
	Engagement in Treatment	89.9	80.2	↓	69	86	20 of 21	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free	87.5	100.0	↑	2	2	1 of 6		☺
	Incarceration Free								
	Arrest Free	72.1	57.1	↓	7	4	8 of 13	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
Survival		99.6	100.0	↑	33	33	1 of 16		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
DUI Convictions		.52	6.90	↑	6.90	.00	2 of 8		☺
	Incarceration	-21.33	-6.06	↑	3.03	9.09	3 of 15		☺
	Arrest	7.59	13.79	↑	24.14	10.34	4 of 14		☺
	Clients With Wages	-4.19	-3.45	↑	68.97	65.52	10 of 16	☹	
	Median Wages	\$448.60	-\$62.40	↓	\$2,006.50	\$1,944.10	15 of 16	☹	
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 3	☺ = 7	

Please See The Indicator Notes On The Next Page

For all measures:

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

**Adult Drug
Court
Clients**

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	70	30	0	24	76	68	1	29	1	2	0	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	38	22	39	41	3	41	7		2		0	0
State Avg	32	24	58	38	14	53	21		2		9	17
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	4	2	0	7	4	0	0	0	3	\$93,375.00	

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	22	Clients	3	Clients	104
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	4,124
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	39.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	11

[illegible]

Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
N.E. OK COUNCIL ON ALCOHOLISM (907)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	64.6	↑	31	48	9 of 19	☹	
	Planned Discharges	51.0	64.2	↑	34	53	5 of 19		☺
	Employment	31.6	31.8	↑	7	22	11 of 15	☹	
	Initiation of Treatment	92.8	92.4	↓	73	79	15 of 21	☹	
	Engagement in Treatment	89.9	91.1	↑	72	79	12 of 21	☹	
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free	87.5	50.0	↓	2	1	6 of 6	☹	
	Incarceration Free	58.3	50.0	↓	2	1	4 of 6	☹	
	Arrest Free	72.1	50.0	↓	4	2	9 of 13		☹
					# Clients receiving Treatment	# Survivors Year after Discharge			
Post Discharge									
	Survival	99.6	100.0	↑	36	36	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	.52	3.85	↑	7.69	3.85	4 of 8		☹
	Incarceration	-21.33	-16.67	↑	8.33	25.00	5 of 15		☹
	Arrest	7.59	.00	↓	15.38	15.38	10 of 14	☹	
	Clients With Wages	-4.19	3.85	↑	53.85	57.69	5 of 16		☹
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Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 6	↑ = 8	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 8	☺ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (FY04)**
79

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	43	57	0	20	80	63	29	4	1	3	0	1
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	34	33	38	41	44	47	22	4		0	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	4	3	0	7	0	0	0	0	1		
												\$100,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	6	Clients	2	Clients	79
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,230
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	40.9
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										30	50.0	35.8
61 Completed Court Commitment										4	6.7	15.5
62 Left ACA/ 90 Days												12.6
63 Moved												0.7
64 Transferred										2	3.3	10.3
65 Incarcerated										2	3.3	10.8
66 Broke Rules										13	21.7	4.6
67 AWOL										7	11.7	4.8
68 Death												0.5
69 Failed to Begin Treatment										2	3.3	1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	1	2.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	81.4	↑	35	43	3 of 19		☺
	Planned Discharges	51.0	67.4	↑	29	43	3 of 19		☺
	Employment	31.6	34.5	↑	10	29	8 of 15	☹	
	Initiation of Treatment	92.8	97.0	↑	32	33	11 of 21	☹	
	Engagement in Treatment	89.9	93.9	↑	31	33	9 of 21	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free	87.5	100.0	↑	1	1	1 of 6		☺
	Incarceration Free	58.3	0.0	↓	1	0	6 of 6	☹	
	Arrest Free	72.1	66.7	↓	3	2	7 of 13		☹
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	32	32	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions	.52	7.69	↑	7.69	.00	1 of 8		☺
	Incarceration	-21.33	-56.25	↓	3.13	59.38	14 of 15	☹	
	Arrest	7.59	15.38	↑	23.08	7.69	2 of 14		☺
	Clients With Wages	-4.19	-7.69	↓	76.92	69.23	12 of 16		☹
	Median Wages	\$448.60	\$1,357.10	↓	\$3,943.10	\$2,586.00	16 of 16	☹	
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 9	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 5	☺ = 6	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

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Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (FY04)**
48

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	56	44	0	29	71	73	6	13	0	2	6	2
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	52	39	67	33	2	52	31	0		0	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	7	8	0	16	3	0	0	0	0	\$128,250.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**Adult Drug
Court
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
Halfway	Engagement in Treatment								
	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
Outpatient	Engagement in Treatment								
	Level of Functioning Improvement	56.5	80.0	↑	12	15	4 of 19		☺
	Planned Discharges	51.0	75.0	↑	9	12	2 of 19		☺
	Employment	31.6	50.0	↑	3	6	3 of 15		☺
	Initiation of Treatment	92.8	100.0	↑	29	29	1 of 21		☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free	58.3	100.0	↑	1	1	1 of 6		☺
	Arrest Free	72.1	100.0	↑	3	3	1 of 13		☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	99.6	100.0	↑	28	28	1 of 16		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	-21.33	-17.86	↑	3.57	21.43	6 of 15		☺
	Arrest	7.59	.00	↓	14.29	14.29	10 of 14	☹	
	Clients With Wages	-4.19	-23.81	↓	76.19	52.38	16 of 16	☹	
	Median Wages	\$448.60	\$827.50	↑	\$3,511.60	\$4,339.00	5 of 16		☺
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 2	↑ = 10	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☺ = 3	☺ = 7	

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

INDIAN HEALTH CARE RESRCE CTR (943)

Adult Drug Court Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
INDIAN HEALTH CARE RESRCE CTR (943)

**Clients Admitted and Served
at the Agency (FY04)**
44

**Adult Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	74	26	0	36	64	17	2	14	0	2	64	0
State Avg	69	31	0	25	75	69	10	14	0	2	4	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	23	2	83	45	12	71	12	0		0	0	
State Avg	32	24	58	38	14	53	21	2		9	17	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	3	2	6	2	0	0	0	0		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	44
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,452
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	55.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										5	18.5	35.8
61 Completed Court Commitment										7	25.9	15.5
62 Left ACA/ 90 Days										9	33.3	12.6
63 Moved												0.7
64 Transferred										5	18.5	10.3
65 Incarcerated												10.8
66 Broke Rules												4.6
67 AWOL										1	3.7	4.8
68 Death												0.5
69 Failed to Begin Treatment												1.3
70 Treatment Incompatibility												3.10
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	6		31.6									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 INDIAN HEALTH CARE RESRCE CTR (943)

Adult Drug
 Court
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	56.5	41.7	↓	5	12	13 of 19		☹
	Planned Discharges	51.0	33.3	↓	4	12	15 of 19		☹
	Employment	31.6	28.6	↓	2	7	12 of 15		☹
	Initiation of Treatment	92.8	93.0	↑	40	43	14 of 21		☹
	Engagement in Treatment	89.9	88.4	↓	38	43	15 of 21		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles		Bottom	Middle 2	Top	
						☹ = 0	☺ = 5	☺ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

**Clients Admitted and Served
at the Agency (FY04)**
14

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	7	93	0	7	93	86	7	7	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	36	29	86	7	21	36	29	0	7	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	1	0	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	14
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	196
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	14.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	2	14.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

**Adult
TANF/ CW
Clients**

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg		Agency Numerator	Agency Denominator	Rank	Quartiles		
									Bottom	Middle 2	Top
Detox	Level of Functioning Improvement										
	Planned Discharges										
	14-Day Follow-up										
	Initiation of Treatment										
	Engagement in Treatment										
Residential	Community Tenure - 30 days										
	Community Tenure - 90 days										
	Level of Functioning Improvement										
	Planned Discharges										
	14-Day Followup										
	Initiation of Treatment										
	Engagement in Treatment										
Halfway	Level of Functioning Improvement										
	Planned Discharges										
	Employment										
	Initiation of Treatment										
	Engagement in Treatment										
Outpatient	Level of Functioning Improvement	36.5	0.0	↓		0	8	23 of 23	☹️		
	Planned Discharges	24.5	100.0		↑	14	14	1 of 25			😊
	Employment	11.3	0.0	↓		0	8	17 of 17	☹️		
	Initiation of Treatment	81.8	73.3	↓		11	15	25 of 30	☹️		
	Engagement in Treatment	69.0	60.0	↓		9	15	20 of 30		☹️	

Tenure		Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle	2	Top
	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival									
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Comparing Score to State Average		Quartiles	Bottom	Middle 2	Top
↓ = 4	↑ = 1		☹ = 3	😊 = 1	😊 = 1

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SHEKINAH COUNSELING SERVICES (464)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHEKINAH COUNSELING SERVICES (464)

**Clients Admitted and Served
at the Agency (FY04)**
120

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	24	76	0	34	66	77	13	5	2	2	2	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	26	22	54	39	5	37	7		5		3	0
State Avg	21	14	57	27	11	54	16		9		3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	2	0	1	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	120
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,768
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	14.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days										3	60.0	53.3
63 Moved												
64 Transferred										1	20.0	6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL										1	20.0	26.7
68 Death												
69 Failed to Begin Treatment												6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	26		25.0									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHEKINAH COUNSELING SERVICES (464)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	36.5	46.1	↑	35	76	8 of 23			☹
	Planned Discharges	24.5	39.2	↑	31	79	9 of 25			☹
	Employment	11.3	0.0	↓	0	53	17 of 17	☹		
	Initiation of Treatment	81.8	72.9	↓	62	85	26 of 30	☹		
		69.0	49.4	↓	42	85	27 of 30	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
					☹ = 3	☹ = 2	☹ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROCMND AREA YOUTH SERVICE (466)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROCMND AREA YOUTH SERVICE (466)

**Clients Admitted and Served
at the Agency (FY04)**
5

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	60	40	60	0	40	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20	20	80	40	0	60	40	20	0	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	0	0	0	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	5
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	121
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	24.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	5	100.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

**Adult
TANF/ CW
Clients**

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival									
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge				
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)	State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
							Bottom	Middle 2	Top
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Comparing Score to State Average	↓ = 0	↑ = 0	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 0	☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DAYSPRINGS (469)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DAYSPRINGS (469)

**Clients Admitted and Served
at the Agency (FY04)**
13

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	46	54	69	31	0	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	9	0	23	31	31	62	15	9		27	0	
State Avg	21	14	57	27	11	54	16	9		3	5	

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	13
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	633
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	48.7
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DAYSPRINGS (469)

**Adult
TANF/ CW
Clients**

Indicators								
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Detox	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Follow-up							
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Community Tenure - 30 days							
	Community Tenure - 90 days							
	Level of Functioning Improvement							
	Planned Discharges							
	14-Day Followup							
	Initiation of Treatment							
	Engagement in Treatment							
Halfway	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment							
	Engagement in Treatment							
Outpatient	Level of Functioning Improvement							
	Planned Discharges							
	Employment							
	Initiation of Treatment	81.8	100.0	↑	3	3	1 of 30	☺
	Engagement in Treatment	69.0	100.0	↑	3	3	1 of 30	☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
	Arrest Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge		
					%Year before Discharge	%Year following Discharge		
Difference Between Post & Pre Treatment								
	DUI Convictions							
	Incarceration							
	Arrest							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Indicator Summary								
Comparing Score to State Average		↓ = 0	↑ = 2	Quartiles		Bottom	Middle 2	Top
						☹ = 0	☺ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

**Clients Admitted and Served
at the Agency (FY04)**
64

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	11	89	0	19	81	25	63	13	0	0	0	2
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	2	36	3	19	61	19	3	3	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	2	3	0	5	1	0	0	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	64
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,341
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	52.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	9

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	6	8.5

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 SHADOW MOUNTAIN BEHAVIORAL HEALTH SYSTEM (470)

Adult
 TANF/ CW
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	19.4	↓	7	36	18 of 23		☹
	Planned Discharges	24.5	11.4	↓	5	44	23 of 25	☹	
	Employment	11.3	8.3	↓	3	36	11 of 17		☹
	Initiation of Treatment	81.8	80.0	↓	40	50	17 of 30		☹
	Engagement in Treatment	69.0	70.0	↑	35	50	14 of 30		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 4	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (FY04)**
201

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	14	86	0	36	64	75	12	9	0	3	1	2
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	22	12	75	27	5	65	18	8		3	1	
State Avg	21	14	57	27	11	54	16	9		3	5	

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	21	8	0	29	0	0	2	0	18

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	201
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	21,576
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	107.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	59

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	32	15.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 COUNSELING CENTER OF S.E. OKLAHOMA (471)

Adult
 TANF/ CW
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	29.7	↓	46	155	14 of 23		☹	
	Planned Discharges	24.5	17.4	↓	29	167	18 of 25		☹	
	Employment	11.3	7.2	↓	10	139	13 of 17		☹	
	Initiation of Treatment	81.8	84.5	↑	120	142	10 of 30		☹	
	Engagement in Treatment	69.0	77.5	↑	110	142	11 of 30		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 0	☹ = 5	☹ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RIVERSIDE COUNSELING (476)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RIVERSIDE COUNSELING (476)

**Clients Admitted and Served
at the Agency (FY04)**
18

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	22	78	0	17	83	94	0	6	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	56	17	0	28	22	0	0	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	7	1	8	2	0	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	18
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	245
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	13.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days										2	100.0	53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL												26.7
68 Death												
69 Failed to Begin Treatment												6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	6		33.3									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RIVERSIDE COUNSELING (476)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	0.0	↓	0	12	23 of 23	☹		
	Planned Discharges	24.5	0.0	↓	0	12	25 of 25	☹		
	Employment	11.3	100.0	↑	5	5	1 of 17			☺
	Initiation of Treatment	81.8	54.5	↓	6	11	28 of 30	☹		
	Engagement in Treatment	69.0	54.5	↓	6	11	24 of 30	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival	100.0	100.0	↑	2	2	1 of 1			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages	-4.12	.00	↑	100.00	100.00	5 of 16		☹	
	Median Wages	\$651.70	\$598.90	↑	\$650.70	\$1,249.50	8 of 15		☹	

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 5 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 4 ☺ = 2 ☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

JIM TALIAFERRO CMHC (502)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
JIM TALIAFERRO CMHC (502)

**Clients Admitted and Served
at the Agency (FY04)**
58

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	3	97	0	34	66	33	38	22	0	5	2	2
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	18	8	45	31	29	59	5	12	0	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
3	2	6	6		2 19	0	0	6	0	1

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	58
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	5,309
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	91.5
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	15

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	3	5.6

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
JIM TALIAFERRO CMHC (502)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	11.1	↓	3	27	19 of 23		☹
	Planned Discharges	24.5	5.9	↓	2	34	24 of 25	☹	
	Employment	11.3	7.4	↓	2	27	12 of 17		☹
	Initiation of Treatment	81.8	89.4	↑	42	47	7 of 30		☺
	Engagement in Treatment	69.0	87.2	↑	41	47	7 of 30		☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 2	☹ = 2	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
RED ROCK BEHAVIORAL HEALTH SVC (553)

**Clients Admitted and Served
at the Agency (FY04)**
59

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	11	89	0	39	61	74	4	12	0	2	9	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	16	5	72	18	9	47	19		7		0	2
State Avg	21	14	57	27	11	54	16		9		3	5
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	2	8	0	11	0	0	2	0	0	\$20,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	59
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	786
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	13.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	34	68.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

**Adult
TANF/ CW
Clients**

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	5.0	↓	1	20	22 of 23	☹️		
	Planned Discharges	24.5	15.0	↓	3	20	20 of 25		😊	
	Employment	11.3	5.6	↓	1	18	15 of 17		😊	
	Initiation of Treatment	81.8	83.7	↑	41	49	11 of 30		😊	
	Engagement in Treatment	69.0	51.0	↓	25	49	25 of 30	☹️		

Tenure	Average (%)	Score (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle	Top
DUI Convictions Free								
Incarceration Free								
Arrest Free								
Post Discharge				# Clients receiving Treatment	# Survivors Year after Discharge			
Survival				%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment								
DUI Convictions								
Incarceration								
Arrest								
Clients With Wages								
Median Wages								

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Comparing Score to State Average	↓ = 4	↑ = 1	Quartiles	Bottom ☹ = 2	Middle 2 ☹ = 3	Top ☺ = 0
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Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
12 & 12, INC. (640)

**Clients Admitted and Served
at the Agency (FY04)**
12

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	17	83	0	67	33	42	58	0	0	0	0	0	
State Avg	17	83	0	35	65	63	17	14	0	3	3	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	8	8	50	0	17	67	25	25		0	0		
State Avg	21	14	57	27	11	54	16	9		3	5		
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
4	0	1	2	0	7	6	0	0	0	2	\$27,000.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	12
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	56
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	4.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	3	25.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
12 & 12, INC. (640)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	33.3	↓	2	6	13 of 23		☹
	Planned Discharges	24.5	44.4	↑	4	9	5 of 25		☺
	Employment	11.3	0.0	↓	0	4	17 of 17	☹	
	Initiation of Treatment	81.8	28.6	↓	2	7	29 of 30	☹	
	Engagement in Treatment	69.0	14.3	↓	1	7	29 of 30	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	78.3	50.0	↓	2	1	10 of 11	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	100.0	100.0	↑	2	2	1 of 1		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
Difference Between Post & Pre Treatment	DUI Convictions								
	Incarceration								
	Arrest	7.06	50.00	↑	100.00	50.00	2 of 11		☺
	Clients With Wages	-4.12	-50.00	↓	100.00	50.00	16 of 16	☹	
	Median Wages	\$651.70	\$2,692.20	↑	\$2,405.50	\$5,097.70	1 of 15		☺
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Consumer Survey (FY04 Clients)	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 6	↑ = 4	Quartiles		Bottom	Middle 2	Top	
						☹ = 5	☺ = 1	☺ = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
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TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
OPPORTUNITIES, INC., CDTA (642)

**Clients Admitted and Served
at the Agency (FY04)**
15

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	7	93	0	33	67	67	0	33	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	7	7	73	13	0	13	13	0		0	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
4	0	0	0	0	0	4	1	0	0	0	2	\$25,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	15
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	168
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	11.2
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 OPPORTUNITIES, INC., CDTC (642)

Adult
 TANF/ CW
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement	36.5	46.2	↑	6	13	7 of 23			😊
	Planned Discharges	24.5	42.9	↑	6	14	6 of 25			😊
	Employment	11.3	0.0	↓	0	12	17 of 17	☹		
	Initiation of Treatment	81.8	63.6	↓	7	11	27 of 30	☹		
		69.0	63.6	↓	7	11	18 of 30		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
DUI Convictions										
Incarceration										
Arrest										
Clients With Wages										
Median Wages										

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Indicator Summary

Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
				☹ = 2	😊 = 1	😊 = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

**Clients Admitted and Served
at the Agency (FY04)**
43

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	15	85	0	32	68	85	5	2	2	2	2	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	45	32	37	54	15	54	15	7		0	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	2	1	1		0 4	3	1	0	0	2	\$60,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	7	Clients	0	Clients	43
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	906
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	21.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days												53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL										1	100.0	26.7
68 Death												
69 Failed to Begin Treatment												6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	15		51.7									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NEW HOPE OF MANGUM (643)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	25.0	↓	1	4	15 of 23		☹	
	Planned Discharges	24.5	33.3	↑	2	6	11 of 25		☹	
	Employment	11.3	0.0	↓	0	3	17 of 17	☹		
	Initiation of Treatment	81.8	82.4	↑	28	34	13 of 30		☹	
	Engagement in Treatment	69.0	55.9	↓	19	34	23 of 30	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 3 ↑ = 2

Quartiles Bottom Middle 2 Top
☹ = 2 ☹ = 3 ☹ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Clients Admitted and Served
at the Agency (FY04)**
58

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	25	75	0	44	56	77	9	12	0	2	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	35	18	46	49	4	54	14	2		6	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
4	0	3	3	0	10	7	0	4	0	1	\$45,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
KIAMICHI COUNCIL ON ALCOHOLISM (650)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	34.8	↓	8	23	12 of 23		☹	
	Planned Discharges	24.5	21.7	↓	5	23	16 of 25		☹	
	Employment	11.3	5.9	↓	1	17	14 of 17		☹	
	Initiation of Treatment	81.8	80.0	↓	28	35	17 of 30		☹	
	Engagement in Treatment	69.0	77.1	↑	27	35	12 of 30		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 4 ↑ = 1

Quartiles Bottom Middle 2 Top
☹ = 0 ☺ = 5 ☺ = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

MONARCH, INC. (651)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MONARCH, INC. (651)

**Clients Admitted and Served
at the Agency (FY04)**
58

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	19	81	0	30	70	65	11	21	0	4	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	24	22	32	61	25	63	9	13		9	4	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	0	4	0	0	5	1	0	0	0	1	\$103,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	2	Clients	5	Clients	5	Clients	54
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,825
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	70.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	10

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	9	18.4

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MONARCH, INC. (651)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	20.7	↓	6	29	17 of 23		☹
	Planned Discharges	24.5	19.4	↓	6	31	17 of 25		☹
	Employment	11.3	0.0	↓	0	29	17 of 17	☹	
	Initiation of Treatment	81.8	95.6	↑	43	45	5 of 30		☺
	Engagement in Treatment	69.0	88.9	↑	40	45	6 of 30		☺
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 2	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☺ = 2	☺ = 2	

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
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For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

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Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

**Adult
TANF/ CW
Clients**

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	30	70	0	30	70	73	6	18	1	0	1	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29	15	48	46	1	63	15		9	0	0	
State Avg	21	14	57	27	11	54	16		9	3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	4	5	0	9	1	0	0	1	5	\$25,000.00	

Detox		Residential		Halfway		Outpatient	
Clients	1	Clients	11	Clients	4	Clients	62
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,213
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	19.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	3

Exchangees											
Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

- 60 Completed Treatment
- 61 Completed Court Commitment
- 62 Left ACA/ 90 Days
- 63 Moved
- 64 Transferred
- 65 Incarcerated
- 66 Broke Rules
- 67 AWOL
- 68 Death
- 69 Failed to Begin Treatment
- 70 Treatment Incompatibility
- 91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	5	9.3

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Average Daily Census is the number of clients in the level of care defined by CSE.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 THE OAKS REHAB. SERVICES CTR (655)

Adult
 TANF/ CW
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	64.6	↑	31	48	3 of 23		😊
	Planned Discharges	24.5	55.1	↑	27	49	2 of 25		😊
	Employment	11.3	28.1	↑	9	32	4 of 17		😊
	Initiation of Treatment	81.8	87.8	↑	36	41	9 of 30	☹	
	Engagement in Treatment	69.0	80.5	↑	33	41	8 of 30		😊
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 0	↑ = 5	Quartiles		Bottom	Middle 2	Top	
						☹ = 0	☹ = 1	😊 = 4	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY CRISIS CTR, INC. (684)

**Clients Admitted and Served
at the Agency (FY04)**
46

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	26	74	0	43	57	57	0	43	0	0	0	2
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	20	11	72	20	0	39	13		4		0	0
State Avg	21	14	57	27	11	54	16		9		3	5
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	3	6	0	9	1	0	3	0	5	\$55,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	1	Clients	46
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,400
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	30.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	4

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	3	6.1

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
FAMILY CRISIS CTR, INC. (684)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	23.8	↓	5	21	16 of 23		☹
	Planned Discharges	24.5	24.3	↓	9	37	15 of 25		☹
	Employment	11.3	33.3	↑	7	21	3 of 17		☺
	Initiation of Treatment	81.8	80.4	↓	37	46	16 of 30		☹
	Engagement in Treatment	69.0	50.0	↓	23	46	26 of 30	☹	
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival								
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 3	☹ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EAGLE RIDGE INSTITUTE (820)

**Clients Admitted and Served
at the Agency (FY04)**
45

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	34	66	43	32	14	0	5	7	16
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	27	20	57	23	32	48	20	11		7		0
State Avg	21	14	57	27	11	54	16	9		3		5
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	1	1	4	0	8	1	0	0	1	2	\$62,600.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
EAGLE RIDGE INSTITUTE (820)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	51.6	↑	16	31	5 of 23		☺
	Planned Discharges	24.5	40.0	↑	14	35	8 of 25	☹	
	Employment	11.3	16.7	↑	5	30	8 of 17	☹	
	Initiation of Treatment	81.8	97.4	↑	38	39	4 of 30		☺
	Engagement in Treatment	69.0	89.7	↑	35	39	5 of 30		☺
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free	100.0	100.0	↑	1	1	1 of 1		☺
	Arrest Free	78.3	100.0	↑	1	1	1 of 11		☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	100.0	100.0	↑	17	17	1 of 1		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	-1.69	5.88	↑	5.88	.00	1 of 4		☺
	Arrest	7.06	.00	↓	6.25	6.25	8 of 11	☹	
	Clients With Wages	-4.12	25.00	↑	62.50	87.50	1 of 16		☺
	Median Wages	\$651.70	\$2,446.80	↑	\$1,251.10	\$3,697.90	3 of 15		☺
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 1	↑ = 11	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 2	☺ = 9	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

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Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

COPE, INC. (851)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COPE, INC. (851)

**Clients Admitted and Served
at the Agency (FY04)**
45

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	45	55	0	30	70	48	18	18	0	14	2	2
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	30	11	5	18	11	57	9	9		7	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	0	3	4	1	10	1	0	1	0	9	\$62,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	45
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	907
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	20.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	3	8.3

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
COPE, INC. (851)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	7.1	↓	2	28	20 of 23		☹
	Planned Discharges	24.5	26.7	↑	8	30	14 of 25		☹
	Employment	11.3	16.7	↑	3	18	8 of 17		☹
	Initiation of Treatment	81.8	81.6	↓	31	38	14 of 30		☹
	Engagement in Treatment	69.0	63.2	↓	24	38	19 of 30		☹
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	78.3	100.0	↑	1	1	1 of 11		☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	100.0	100.0	↑	4	4	1 of 1		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest	7.06	25.00	↑	25.00	.00	4 of 11		☹
	Clients With Wages	-4.12	-25.00	↓	100.00	75.00	14 of 16	☹	
	Median Wages	\$651.70	\$2,015.40	↑	\$645.80	\$2,661.20	4 of 15		☺
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 6	☺ = 3	

Please See The Indicator Notes On The Next Page

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Survival - The percent of clients who DO NOT die in the year after discharge.

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Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

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Oklahoma Department of Mental Health and Substance Abuse Services

CAA TURNING POINT (901)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**Clients Admitted and Served
at the Agency (FY04)**
30

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	40	60	0	33	67	80	7	13	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	33	30	83	47	23	80	10	0		0	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	2	0	0	2	1	0	1	0	1	\$10,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CAA TURNING POINT (901)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	66.7	↑	14	21	2 of 23			😊
	Planned Discharges	24.5	42.9	↑	9	21	6 of 25			😊
	Employment	11.3	36.4	↑	4	11	2 of 17			😊
	Initiation of Treatment	81.8	81.0	↓	17	21	15 of 30		☹	
	Engagement in Treatment	69.0	57.1	↓	12	21	22 of 30		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 2 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 0 ☹ = 2 ☹ = 3

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DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

HOMINY HEALTH SRVCS CTR INC. (902)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
HOMINY HEALTH SRVCS CTR INC. (902)

**Clients Admitted and Served
at the Agency (FY04)**
8

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	25	75	0	25	75	88	13	0	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	17	17	88	88	0	88	0	17		0	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	2	1	0	3	0	0	0	0	0	\$10,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 HOMINY HEALTH SRVCS CTR INC. (902)

Adult
 TANF/ CW
 Clients

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	0.0	↓	0	2	23 of 23	☹	
	Planned Discharges	24.5	0.0	↓	0	2	25 of 25	☹	
	Employment	11.3	0.0	↓	0	2	17 of 17	☹	
	Initiation of Treatment	81.8	80.0	↓	4	5	17 of 30		☹
	Engagement in Treatment	69.0	80.0	↑	4	5	9 of 30		☹
Long-Term Outcomes (CY01 Clients)									
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge			
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages								
	Median Wages								
Consumer Survey (FY04 Clients)									
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 1	Quartiles		Bottom	Middle 2	Top	
						☹ = 3	☹ = 2	☹ = 0	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

**Oklahoma Department of Mental Health and Substance
Abuse Services**

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

**Clients Admitted and Served
at the Agency (FY04)**
10

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	0	100	0	50	50	20	80	0	0	0	0	0	
State Avg	17	83	0	35	65	63	17	14	0	3	3	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	30	10	10	10	20	70	10		10		0	0	
State Avg	21	14	57	27	11	54	16		9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	0	3	1	0	4	1	0	0	0	0	\$32,000.00		

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	10
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	204
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	20.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	6	66.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Adult
 TANF/ CW
 Clients

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	0.0	↓	0	3	23 of 23	⊗		
	Planned Discharges	24.5	0.0	↓	0	3	25 of 25	⊗		
	Employment	11.3	0.0	↓	0	3	17 of 17	⊗		
	Initiation of Treatment	81.8	100.0	↑	2	2	1 of 30			☺
	Engagement in Treatment	69.0	100.0	↑	2	2	1 of 30			☺

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score to State Average	↓ = 3	↑ = 2	Quartiles	Bottom	Middle 2	Top
				⊗ = 3	☺ = 0	☺ = 2

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**Clients Admitted and Served
at the Agency (FY04)**
36

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	39	61	75	6	8	3	0	8	6
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	38	31	44	50	31	56	36	9		6	6	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
6	1	8	7	0	22	12	0	0	1	9	\$102,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	36
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	2,316
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	64.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	6

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days												53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL												26.7
68 Death												
69 Failed to Begin Treatment										1	100.0	6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	5		23.8									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
NORMAN ALCOHOL INFORMATION CTR (906)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	35.3	↓	6	17	11 of 23		☹
	Planned Discharges	24.5	29.4	↑	5	17	13 of 25		☹
	Employment	11.3	17.6	↑	3	17	7 of 17		☺
	Initiation of Treatment	81.8	94.1	↑	16	17	6 of 30		☺
	Engagement in Treatment	69.0	94.1	↑	16	17	4 of 30		☺
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	100.0	100.0	↑	10	10	1 of 1		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration	-1.69	-10.00	↓	.00	10.00	4 of 4	☹	
	Arrest								
	Clients With Wages	-4.12	11.11	↑	77.78	88.89	2 of 16		☺
	Median Wages	\$651.70	-\$446.00	↓	\$1,186.80	\$740.80	14 of 15	☹	
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Satisfaction									
Favorable Outcomes									
Service Quality									
Favorable Time to First Service									
Convenient Time									

Indicator Summary									
Comparing Score to State Average		↓ = 3	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 2	☹ = 2	☺ = 5	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE CO COUNSELING SVC, INC. (908)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PAYNE CO COUNSELING SVC,INC. (908)

**Clients Admitted and Served
at the Agency (FY04)**
5

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	20	80	0	60	40	40	40	20	0	0	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	50	50	40	20	0	60	0		0		0	
State Avg	21	14	57	27	11	54	16		9		3	5
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	2	1	2		0	5	2	0	2	0	1	\$20,000.00

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	5
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	50
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	10.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

**Adult
TANF/ CW
Clients**

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	50.0	↑	1	2	6 of 23			😊
	Planned Discharges	24.5	50.0	↑	1	2	3 of 25			😊
	Employment	11.3	0.0	↓	0	2	17 of 17	😞		
	Initiation of Treatment	81.8	100.0	↑	2	2	1 of 30			😊
	Engagement in Treatment	69.0	100.0	↑	2	2	1 of 30			😊

Tenure	Average (%)	State (%)	to State Avg	Year before Discharge	Year following Discharge	Bottom	Middle 2	Top
DUI Convictions Free								
Incarceration Free								
Arrest Free								
Post Discharge				# Clients receiving Treatment	# Survivors Year after Discharge			
Survival								
Difference Between Post & Pre Treatment				%Year before Discharge	%Year following Discharge			
DUI Convictions								
Incarceration								
Arrest								
Clients With Wages								
Median Wages								

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
								Bottom	Middle 2	Top
Satisfaction										
Favorable Outcomes										
Service Quality										
Favorable Time to First Service										
Convenient Time										

Comparing Score to State Average		Quartiles	Bottom	Middle 2	Top
↓ = 1	↑ = 4		☹ = 1	☹ = 0	☺ = 4

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

**Clients Admitted and Served
at the Agency (FY04)**
66

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	26	74	0	35	65	59	29	6	3	2	2	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	23	21	23	39	15	73	5		8		0	5
State Avg	21	14	57	27	11	54	16		9		3	5
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
6	0	8	3	0	17	0	0	0	0	1	\$60,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	3	Clients	3	Clients	66
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	1,822
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	27.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days												53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL										1	100.0	26.7
68 Death												
69 Failed to Begin Treatment												6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	2		3.8									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

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The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
DRUG RECOVERY, INC. (910)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	56.4	↑	22	39	4 of 23			☺
	Planned Discharges	24.5	36.6	↑	15	41	10 of 25	☹		
	Employment	11.3	23.1	↑	6	26	6 of 17			☺
	Initiation of Treatment	81.8	88.1	↑	52	59	8 of 30			☺
	Engagement in Treatment	69.0	78.0	↑	46	59	10 of 30	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 0 ↑ = 5

Quartiles Bottom Middle 2 Top
☹ = 0 ☹ = 2 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

PEOPLE INCORPORATED (933)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PEOPLE INCORPORATED (933)

**Clients Admitted and Served
at the Agency (FY04)**
256

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	14	86	0	34	66	63	6	23	0	2	7	4
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29	20	66	35	9	56	31	12		1	19	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	6	11	0	17	3	0	1	0	8	\$277,000.00	

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
PEOPLE INCORPORATED (933)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	6.9	↓	6	87	21 of 23		☹
	Planned Discharges	24.5	14.9	↓	14	94	21 of 25		☹
	Employment	11.3	16.3	↑	13	80	10 of 17		☹
	Initiation of Treatment	81.8	82.7	↑	153	185	12 of 30		☹
	Engagement in Treatment	69.0	70.3	↑	130	185	13 of 30		☹
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	78.3	100.0	↑	3	3	1 of 11		☺
Post Discharge	Survival	100.0	100.0	↑	# Clients receiving Treatment 31	# Survivors Year after Discharge 31	1 of 1		☺
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest	7.06	3.23	↓	9.68	6.45	7 of 11		☹
	Clients With Wages	-4.12	3.23	↑	64.52	67.74	4 of 16		☺
	Median Wages	\$651.70	\$321.20	↑	\$1,450.80	\$1,772.10	10 of 15		☹
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 4	↑ = 6	Quartiles		Bottom	Middle 2	Top	
						☹ = 0	☹ = 7	☺ = 3	

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
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Short-Term Indicator Notes:

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Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**Clients Admitted and Served
at the Agency (FY04)**
154

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	19	81	0	36	64	61	7	27	0	3	2	1
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	22	18	57	18	7	52	24	9		0	0	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
3	0	7	8	1	19	3	0	0	0	1	\$253,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	154
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	7,256
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	47.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	20

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	33.3	6.7
61 Completed Court Commitment												
62 Left ACA/ 90 Days										2	66.7	53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL												26.7
68 Death												
69 Failed to Begin Treatment												6.7
70 Treatment Incompatibility												
91 Administrative Discharge												
	Count		Percent									
Clients Not Seen Within 90 Days	31		25.4									

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
GATEWAY TO PREVENTION/RECOVERY (934)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	42.5	↑	37	87	9 of 23		☹
	Planned Discharges	24.5	11.6	↓	10	86	22 of 25	☹	
	Employment	11.3	25.0	↑	18	72	5 of 17		☺
	Initiation of Treatment	81.8	78.4	↓	87	111	23 of 30	☹	
	Engagement in Treatment	69.0	67.6	↓	75	111	16 of 30		☹
Long-Term Outcomes (CY01 Clients)									
Tenure		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top	
	DUI Convictions Free								
	Incarceration Free								
	Arrest Free	78.3	.0	↓	1	0	11 of 11	☹	
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge			
	Survival	100.0	100.0	↑	3	3	1 of 1		☺
Difference Between Post & Pre Treatment					%Year before Discharge	%Year following Discharge			
	DUI Convictions								
	Incarceration								
	Arrest	7.06	-33.33	↓	33.33	66.67	11 of 11	☹	
	Clients With Wages	-4.12	.00	↑	66.67	66.67	5 of 16		☹
	Median Wages	\$651.70	\$2,583.70	↑	\$348.60	\$2,932.30	2 of 15		☺
Consumer Survey (FY04 Clients)									
		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top	
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 5	Quartiles		Bottom	Middle 2	Top	
						☹ = 4	☹ = 3	☺ = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TOTAL LIFE COUNSELING (938)

**Clients Admitted and Served
at the Agency (FY04)**
235

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace		
Agency	10	90	0	43	57	52	31	6	1	4	5	0	
State Avg	17	83	0	35	65	63	17	14	0	3	3	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)		DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other						
Agency	1	0	64	0	8	43	4		18		3	0	
State Avg	21	14	57	27	11	54	16		9		3	5	
Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other			
0	1	4	8	1	14	5	0	0	1	1		\$275,600.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	235
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	7,165
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	30.5
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	20

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	86	43.7

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
TOTAL LIFE COUNSELING (938)

**Adult
TANF/ CW
Clients**

Indicators									
Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
Detox	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Follow-up								
	Initiation of Treatment								
	Engagement in Treatment								
Residential	Community Tenure - 30 days								
	Community Tenure - 90 days								
	Level of Functioning Improvement								
	Planned Discharges								
	14-Day Followup								
	Initiation of Treatment								
	Engagement in Treatment								
Halfway	Level of Functioning Improvement								
	Planned Discharges								
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								
Outpatient	Level of Functioning Improvement	36.5	69.5	↑	73	105	1 of 23		😊
	Planned Discharges	24.5	15.1	↓	19	126	19 of 25	☹	
	Employment	11.3	0.0	↓	0	100	17 of 17	☹	
	Initiation of Treatment	81.8	79.7	↓	157	197	22 of 30	☹	
	Engagement in Treatment	69.0	66.5	↓	131	197	17 of 30	☹	
Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles	
								Bottom	Middle 2 Top
Tenure	DUI Convictions Free								
	Incarceration Free								
	Arrest Free								
Post Discharge	Survival	100.0	100.0	↑	# Clients receiving Treatment 13	# Survivors Year after Discharge 13	1 of 1		😊
					%Year before Discharge	%Year following Discharge			
Difference Between Post & Pre Treatment									
	DUI Convictions								
	Incarceration								
	Arrest								
	Clients With Wages	-4.12	7.69	↑	69.23	76.92	3 of 16		😊
	Median Wages	\$651.70	\$394.70	↑	\$746.90	\$1,141.50	9 of 15	☹	
Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles	
								Bottom	Middle 2 Top
	Satisfaction								
	Favorable Outcomes								
	Service Quality								
	Favorable Time to First Service								
	Convenient Time								

Indicator Summary									
Comparing Score to State Average		↓ = 5	↑ = 3	Quartiles		Bottom	Middle 2	Top	
						☹ = 1	☹ = 4	😊 = 3	

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

ROGERS COUNTY DRUG ABUSE (949)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROGERS COUNTY DRUG ABUSE (949)

**Clients Admitted and Served
at the Agency (FY04)**
17

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	6	94	0	29	71	88	0	6	0	6	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	7	7	59	24	12	47	0	0		0	71	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	1	1	0	2	0	0	0	0	0	\$10,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	17
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	112
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	6.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	8	88.9

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
ROGERS COUNTY DRUG ABUSE (949)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	0.0	↓	0	1	23 of 23	☹		
	Planned Discharges	24.5	0.0	↓	0	1	25 of 25	☹		
	Employment	11.3	0.0	↓	0	1	17 of 17	☹		
	Initiation of Treatment	81.8	80.0	↓	4	5	17 of 30		☹	
	Engagement in Treatment	69.0	60.0	↓	3	5	20 of 30		☹	

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free	78.3	100.0	↑	1	1	1 of 11			☺
Post Discharge					# Clients receiving Treatment	# Survivors Year after Discharge				
	Survival	100.0	100.0	↑	1	1	1 of 1			☺
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	Arrest	7.06	100.00	↑	100.00	.00	1 of 11			☺
	Clients With Wages	-4.12	.00	↑	100.00	100.00	5 of 16		☹	
	Median Wages	\$651.70	-\$406.00	↓	\$1,204.50	\$798.40	13 of 15	☹		

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 6 ↑ = 4

Quartiles Bottom Middle 2 Top
☹ = 4 ☹ = 3 ☺ = 3

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

CARE FOR CHANGE INC. (951)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CARE FOR CHANGE INC. (951)

**Clients Admitted and Served
at the Agency (FY04)**
5

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	0	100	0	20	80	60	20	0	0	20	0	0
State Avg	17	83	0	35	65	63	17	14	0	3	3	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	40	0	0	60	20	0	0	0
State Avg	21	14	57	27	11	54	16	9	3	5

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	0	2	0	0	0	0	0

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	5
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	18
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	3.6
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
CARE FOR CHANGE INC. (951)

**Adult
TANF/ CW
Clients**

Indicators




Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
Halfway	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
Outpatient	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 0 ↑ = 0

Quartiles Bottom Middle 2 Top
 = 0  = 0  = 0

Please See The Indicator Notes On The Next Page

For all measures:

- Clients had to be formally admitted and receive at least one service during the calendar year that met one of the following criteria:
 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
- Detox clients with presenting problems of *abuse* rather than *dependence*.

State Average - The average score among all the providers for a particular indicator.

Comparing Score to State Average (Avg) - An up arrow ↑ indicates the agency score is at or above the state average. A down arrow ↓ indicates the agency score is below that state average.

Agency Demoninator - The number of clients at risk for the indicator event.

Agency Numerator - The number of clients for whom the indicator event did occur.

Rank - An agency score in relative position to all other agency scores compared to the number of agencies. One is the highest. The number of agencies might vary because of ties.

Quartiles - After the agencies are ranked, they are then divided into 4 parts, each containing a quarter of the agencies. A quarter of the agencies with the highest ranking will receive a happy face ☺, agencies falling into the middle 2 quartiles will receive a normal face ☺, and agencies scoring in the bottom quartile receive a sad face ☹.

TANF/CW Clients - clients who received services paid for through a TANF contract source (44).

Drug Court Clients - clients who received services paid for through a drug court contract source (20).

Short-Term Indicator Notes:

Level of Functioning Improvement - The change in level of functioning from admission to last transaction reported to ICIS. Any positive change is counted. To be included Outpatient and Halfway House clients must have at least two ICIS/CDC transactions with at least 30 days between the transactions and Residential Treatment and Detox clients must have at least two transactions.

Consumer Involved in Meaningful Employment - The change in employment status from admission to the last transaction reported to ICIS. A positive change is counted when the client has an employment status of Unemployed or Not in Labor Force at admission and an employment status of Full-time or Part-time at last transaction. To be included Outpatient and Halfway House clients must have at least two transactions, with at least 30 days between the transactions, and Residential Treatment clients must have at least two transactions. Clients under 18 or over 60 years of age are excluded.

Planned Discharge - a discharge is considered "planned" when the primary clinician reports that the client has successfully completed his/her individualized treatment goals. For demographic information, transferred clients (transaction type 40) are counted as planned discharges. As with the other short-term outcome measures, the following clients were excluded: clients identified as dependents or co-dependents and clients discharged due to Death, Incarceration or Failed to Begin Treatment.

14-Day Follow-up - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they are reported in ICIS, thus, services provided by non-DMHSAS facilities are not included. Crisis services are not counted as a lower level service.

Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

Initiation/Engagement in Treatment - For Outpatient and Halfway House treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation. For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

Long-Term Outcome Notes:

Long Term Outcomes are a way to monitor agency performance by examining DUI convictions, imprisonment, wages and mortality before and after discharge from treatment. Administrative data are acquired from various state agencies and merged with DMHSAS data to determine the extent to which client contacts with these agencies change following treatment. Measures are ONLY for adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.

DUI Conviction Free - Among clients with a DUI conviction in the year before discharge, the percentage who DO NOT received a DUI conviction in the year after discharge.

Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.

Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Adult TANF / CW Clients

Provider Performance Management Report



Prepared by the
Evaluation and Data Analysis Section
Decision Support Services Division

March 2005

V 2.0

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Clients Admitted and Served
at the Agency (FY04)**
84

**Adult
TANF/ CW
Clients**

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	28	72	0	27	73	63	24	5	0	6	1	1
State Avg	17	83	0	35	65	63	17	14	0	3	3	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)		No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	8	7	78	13	28	64	19	4		1	26	
State Avg	21	14	57	27	11	54	16	9		3	5	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY04	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	1	2	6	0	9	4	0	2	0	5	\$75,000.00	

Clients Admitted and Served by Level of Care

Detox		Residential		Halfway		Outpatient	
Clients	0	Clients	0	Clients	0	Clients	84
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	3,050
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	36.3
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	8

Discharges

Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %

60 Completed Treatment
61 Completed Court Commitment
62 Left ACA/ 90 Days
63 Moved
64 Transferred
65 Incarcerated
66 Broke Rules
67 AWOL
68 Death
69 Failed to Begin Treatment
70 Treatment Incompatibility
91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	3	4.2

General Notes:

Agency Comparison - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

Data Acquisition - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

Average Hours Per Client is the units of service divided by the number of clients in the level of care.

Average Daily Census is the units of service in the level of care divided by 365.

Clients Not Seen Within 90 Days: the number of admitted clients with the last service at the agency in the fiscal year and no discharge for 90 days or greater. Includes all clients served at the agency, regardless of funding source.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report prepared March 2005
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

**Adult
TANF/ CW
Clients**

Indicators

Short-Term Outcomes (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Detox	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Follow-up									
	Initiation of Treatment									
	Engagement in Treatment									
Residential	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
Halfway	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	36.5	39.4	↑	26	66	10 of 23			☹
	Planned Discharges	24.5	32.4	↑	22	68	12 of 25			☹
	Employment	11.3	2.9	↓	1	35	16 of 17			☹
	Initiation of Treatment	81.8	78.0	↓	46	59	24 of 30	☹		
	Engagement in Treatment	69.0	69.5	↑	41	59	15 of 30			☹

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With Year before Discharge	# Without Year following Discharge	Rank	Quartiles Bottom Middle 2 Top		
Tenure	DUI Convictions Free									
	Incarceration Free									
	Arrest Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors Year after Discharge				
					%Year before Discharge	%Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	Arrest									
	Clients With Wages									
	Median Wages									

Consumer Survey (FY04 Clients)		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
	Satisfaction									
	Favorable Outcomes									
	Service Quality									
	Favorable Time to First Service									
	Convenient Time									

Indicator Summary

Comparing Score
to State Average ↓ = 2 ↑ = 3

Quartiles Bottom Middle 2 Top
☹ = 1 ☺ = 4 ☺ = 0

Please See The Indicator Notes On The Next Page

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 - o the service was paid for through a substance abuse contract source (02, 03, 17, 18, 19, 20, 21, 23, 27, 28, 29, 37 or 44), or;
 - o the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - o the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - o the service was received at a state-operated community mental health facility for a Medicaid - eligible client (contract source 50 or 51) with a substance abuse service focus code (02, 03 or 06).

For all measures BUT Initiation and Engagement in Treatment, the following clients were excluded:

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Community Tenure - 30/90 Days - This is a measure of clients who are NOT readmitted. A readmission occurs when clients have been discharged or transferred from residential treatment then return within 30/90 days to any residential treatment facility. Readmission is counted against the discharging/transferring facility. Clients discharged due to Death, Incarceration or Failed to Begin Treatment are excluded.

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For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all clients are initiated. Clients are counted as *engaging* in treatment when they receive two additional services within 30 days of discharge from residential treatment.

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Incarceration Free - Among clients who served time in prison in the year before discharge, the percentage who DO NOT re-incarcerated in the year after discharge.

Arrest Free - Among clients with an arrest in the year before discharge, the percentage who DO NOT have an arrest in the year after discharge.

Survival - The percent of clients who DO NOT die in the year after discharge.

DUI Conviction Percent Difference - The percentage of clients who received a DUI conviction in the year after discharge, subtracted from the percentage of clients who received a DUI conviction in the year before discharge.

Incarceration Difference - The percentage of clients who served time in prison in the year after discharge subtracted from the percentage of clients incarcerated in the year before discharge.

Arrest Percent Difference - The percentage of clients who have an arrest in the year after discharge, subtracted from the percentage of clients who have an arrest in the year before discharge.

Median Wages Difference - Among all clients, median wages earned in the year after discharge subtracted from median wages earned in the year before discharge.

Clients with Wages Difference - The percent of all clients who earned wages in the year after discharge subtracted from the percent of clients who earned wages in the year before discharge.

Consumer Survey Notes:

The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, and mail their replies to ODMHSAS. The ODMHSAS Decision Support Services office provides quarterly and annual summaries of the survey results to participating providers.