

Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN AL/DRUG TREATMENT CTR (102)

Youth 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)
 82

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	57	43	100	0	0	68	9	14	1	4	3	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	18	14	57	4	16	81	48	0	1	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	7	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	82	0
Units of Service	0	4,826	0
Avg Hours Per Client	0.0	58.9	0.0
Avg Daily Census	0	13	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	1	1.3

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
 NORMAN AL/DRUG TREATMENT CTR (102)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	95.7	97.4	↑	74	76	2 of 4	☹
	Community Tenure - 90 days	91.9	96.1	↑	73	76	2 of 4	☹
	Level of Functioning Improvement	35.8	7.2	↓	5	69	3 of 4	☹
	Planned Discharges	33.3	49.3	↑	34	69	2 of 4	☹
	14-Day Followup	2.5	7.7	↑	1	13	1 of 2	☺
	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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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
						☹ = 0	☹ = 4	☺ = 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 receive 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.

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.

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:

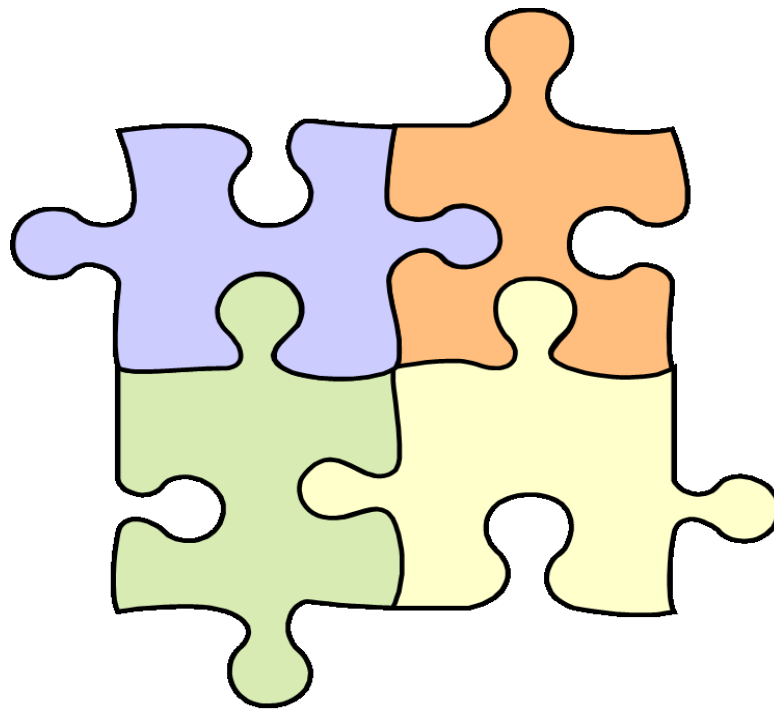
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth Clients

Provider Performance Management Report



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

March 2005

V 2.0

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 Provider Performance Management Report prepared March 2005
 HUMAN SKILLS & RESOURCES (461)

Clients Admitted and Served
 at the Agency (FY04)
 14

All Youth
 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	100	0	0	93	0	7	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	7	0	21	0	0	93	36	0	14	21
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	14
Units of Service	0	0	227
Avg Hours Per Client	0.0	0.0	16.2
Avg Daily Census	0	0	1

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	6	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.

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

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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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 HUMAN SKILLS & RESOURCES (461)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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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 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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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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:

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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.

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.

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.

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)

Youth 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)
 19

All Youth
 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	100	0	0	79	0	5	0	16	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	32	0	5	100	5	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	19
Units of Service	0	0	525
Avg Hours Per Client	0.0	0.0	27.6
Avg Daily Census	0	0	1

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												

	Count	Percent
Clients Not Seen Within 90 Days	1	7.1

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
 PAYNE COUNTY DRUG COURT, INC. (462)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	43.8 33.3	16.7 0.0	↓ ↓	2 0	12 12	23 of 27 19 of 19		☹	☺

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

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	↑ = 0	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 receive 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.

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.

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:

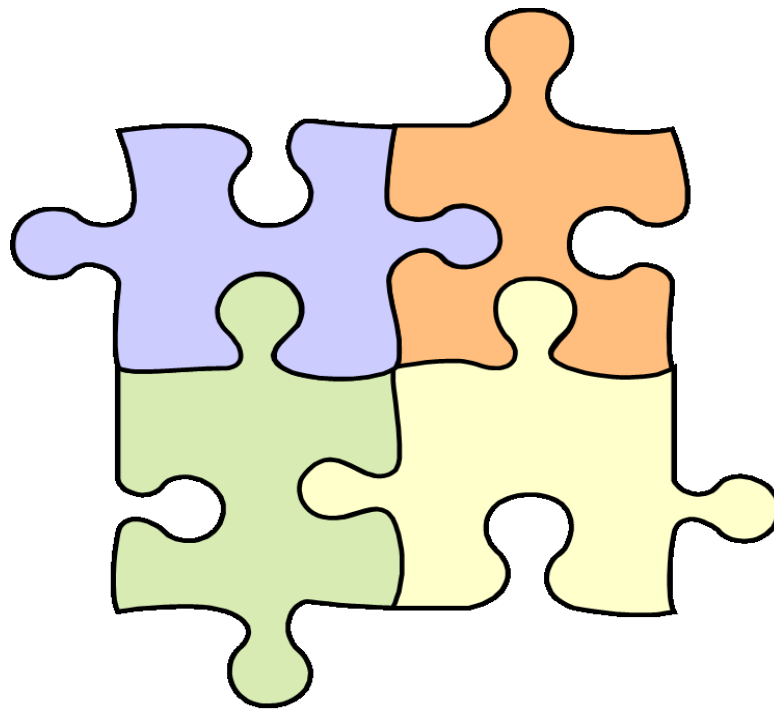
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 5

All Youth
 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	100	0	0	60	0	0	0	40	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	20	20	0	60	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	5
Units of Service	0	0	8
Avg Hours Per Client	0.0	0.0	1.6
Avg Daily Census	0	0	0

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												

	Count	Percent
Clients Not Seen Within 90 Days	1	20.0

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)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	0.0 0.0	↓ ↓	0 0	4 4	27 of 27 19 of 19	⊖ ⊖	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	Quartiles		Bottom	Middle 2	Top	
						⊖ = 2	⊖ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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**

**YOUTH AND FAMILY SERVICES OF N. CENTRAL
OKLAHOMA, INC. (465)**

Youth 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
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Clients Admitted and Served
 at the Agency (FY04)
 25

All Youth
 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	100	0	0	83	0	4	0	0	13	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	87	0	9	96	13	4	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	25
Units of Service	0	0	719
Avg Hours Per Client	0.0	0.0	28.7
Avg Daily Census	0	0	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												
Clients Not Seen Within 90 Days	8		44.4									

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.

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

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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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	88.9 0.0	↑ ↓	8 0	9 9	7 of 27 19 of 19		☺ ☹

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	☺ = 0	☺ = 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 receive 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.

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.

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:

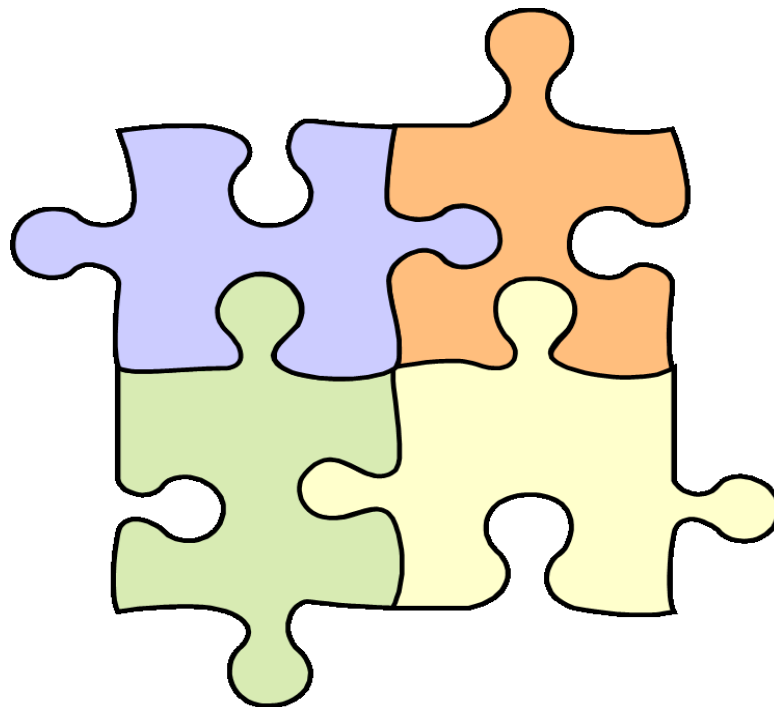
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 2

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	50	50	100	0	0	100	0	0	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	0	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	2
Units of Service	0	0	32
Avg Hours Per Client	0.0	0.0	15.8
Avg Daily Census	0	0	0

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												

	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
 RIVERSIDE COUNSELING (476)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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)

Youth 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)
 3

All Youth
 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	100	0	0	0	0	50	0	50	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	100	0	0	33	100
State Avg	3	2	34	5	4	53	49	1	1	30

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	1	3
Units of Service	0	3	33
Avg Hours Per Client	0.0	3.0	11.1
Avg Daily Census	0	0	0

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												

	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
 BILL WILLIS MENTAL HEALTH (503)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	95.7	0.0	↓	0	1	4 of 4	☹	
	Community Tenure - 90 days	91.9	0.0	↓	0	1	4 of 4	☹	
	Level of Functioning Improvement	35.8	0.0	↓	0	1	4 of 4	☹	
	Planned Discharges	33.3	0.0	↓	0	1	4 of 4	☹	
	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	2	27 of 27	☹	
	Planned Discharges	33.3	100.0	↑	2	2	1 of 19		☺
	Employment								
	Initiation of Treatment								
	Engagement in Treatment								

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 1	Quartiles		Bottom	Middle 2	Top	
						☹ = 5	☺ = 0	☺ = 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
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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 receive 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.

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.

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:

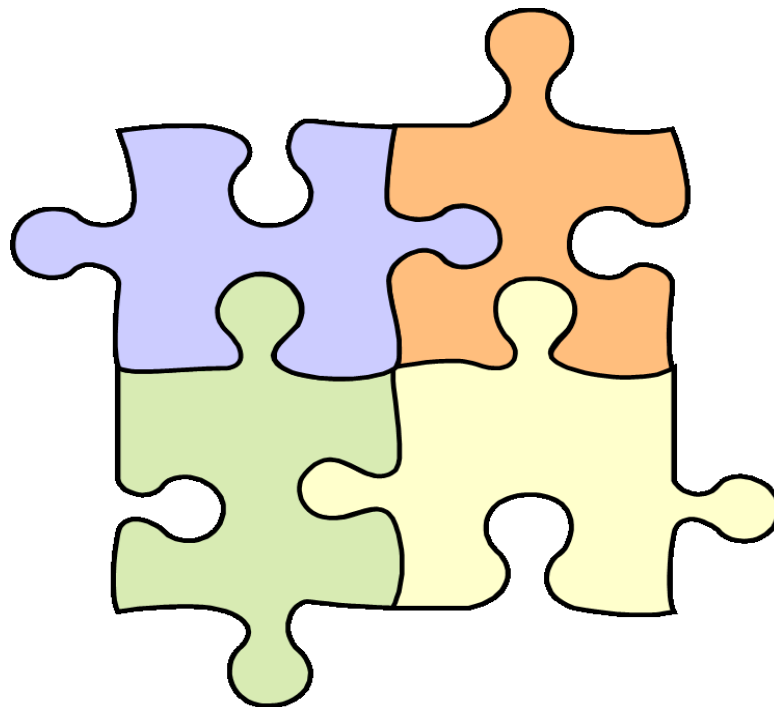
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 17

All Youth
 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	100	0	0	20	10	40	0	0	30	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	12	0	10	0	0	10	90	0	0	0		
State Avg	3	2	34	5	4	53	49	1	1	30		
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	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	17
Units of Service	0	0	84
Avg Hours Per Client	0.0	0.0	4.9
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	1	1.4	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	32	46.4	28.2
63 Moved			0.3			0.2			5.9	9	13.0	2.3
64 Transferred			12.2			2.2			12.6	10	14.5	5.2
65 Incarcerated			0.1			0.1			1.2	3	4.3	2.6
66 Broke Rules			1.4			7.3			20.1			5.7
67 AWOL			10.3			9.8			10.7	9	13.0	6.1
68 Death										1	1.4	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	4	5.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												
Clients Not Seen Within 90 Days			Count			Percent						
			14			82.4						

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
 FAMILY & CHILDREN'S SERVICES (541)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	28.6 0.0	↓ ↓	2 0	7 7	21 of 27 19 of 19		☹️ ☹️

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	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).

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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.

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 receive 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.

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.

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)

Youth 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)
 19

All Youth
 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	100	0	0	89	0	5	0	5	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	0	26	5	0	79	16	0	0	16
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	0	19
Units of Service	0	0	390
Avg Hours Per Client	0.0	0.0	20.5
Avg Daily Census	0	0	1

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	4	36.4

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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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.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 RED ROCK BEHAVIORAL HEALTH SVC (553)

All Youth
 Clients

Indicators										
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	8.3 66.7	↓ ↑	1 8	12 12	26 of 27 3 of 19	☹️		☺️

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

Consumer Survey (FY04 Clients)										
<u>Consumer Survey (FY04 Clients)</u>		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	☺️ = 0	☺️ = 1	

Please See The Indicator Notes On The Next Page

For all measures:

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 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - 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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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 receive 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.

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.

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:

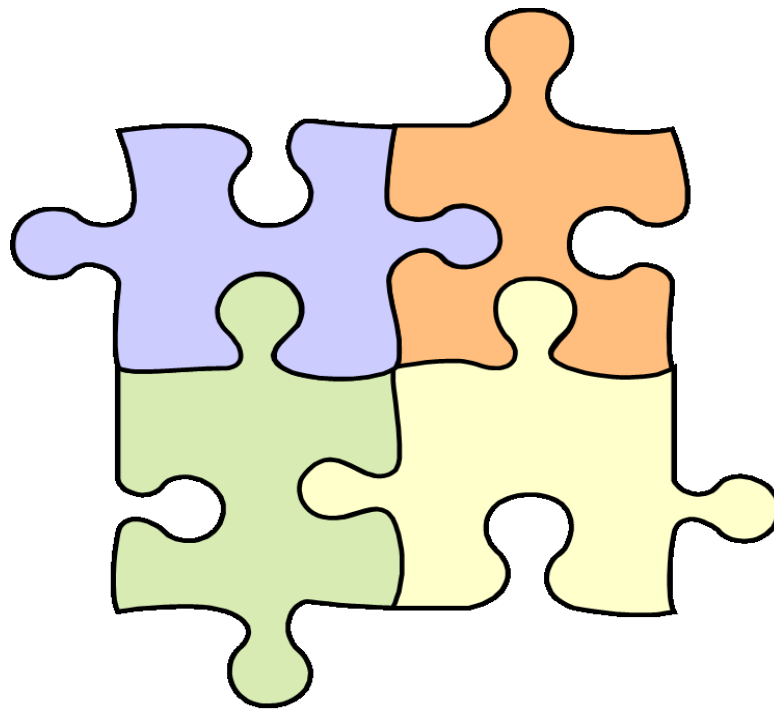
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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
 NORTH CARE CENTER (562)

Clients Admitted and Served
 at the Agency (FY04)
 1

All Youth
 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	100	0	0	100	0	0	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	100	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	8	9	0	17	2	0	9	0	0	\$124,977.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	1
Units of Service	0	0	2
Avg Hours Per Client	0.0	0.0	1.5
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	2	4.5	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	27	61.4	28.2
63 Moved			0.3			0.2			5.9	4	9.1	2.3
64 Transferred			12.2			2.2			12.6	2	4.5	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	13.6	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	3	6.8	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

Count Percent

Clients Not Seen Within 90 Days

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
 NORTH CARE CENTER (562)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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.

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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 receive 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.

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.

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:

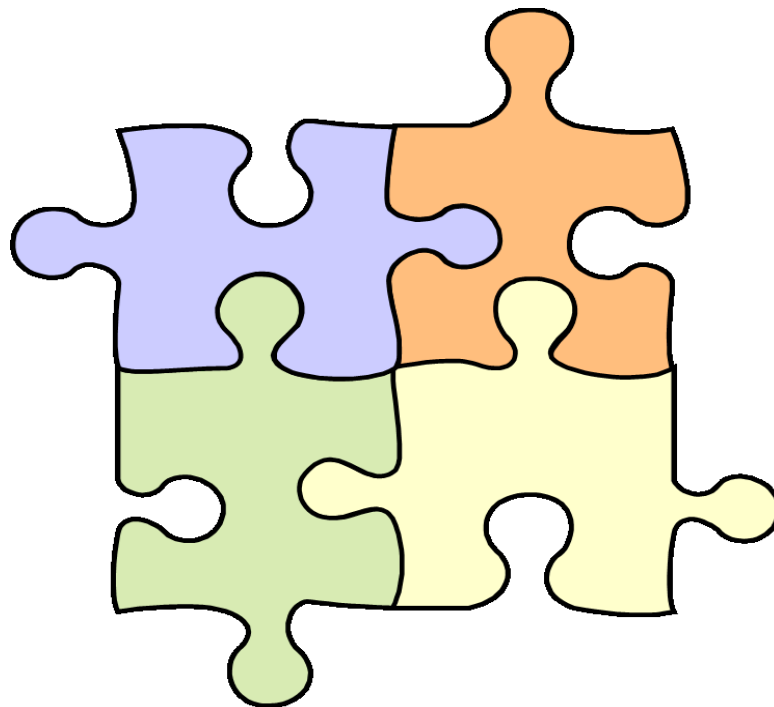
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Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

Youth 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)

All Youth
 Clients

2

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	50	50	100	0	0	50	0	50	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	50	50	0	100	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	1	0
Units of Service	0	27	0
Avg Hours Per Client	0.0	27.0	0.0
Avg Daily Census	0	0	0

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	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.

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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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 OPPORTUNITIES, INC., CDTC (642)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	95.7	100.0	↑	1	1	1 of 4			☺
	Community Tenure - 90 days	91.9	100.0	↑	1	1	1 of 4			☺
	Level of Functioning Improvement	35.8	100.0	↑	1	1	1 of 4			☺
	Planned Discharges	33.3	100.0	↑	1	1	1 of 4			☺
	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	100.0	↑	1	1	1 of 27			☺
	Planned Discharges	33.3	0.0	↓	0	1	19 of 19	☹		
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival									
Difference Between Post & Pre Treatment					% in Year before Discharge	% in Year following Discharge				
	DUI Convictions									
	Incarceration									
	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	↑ = 5	Quartiles			Bottom	Middle 2	Top	
							☹ = 1	☺ = 0	☺ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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- 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.

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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:

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 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 receive 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.

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.

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:

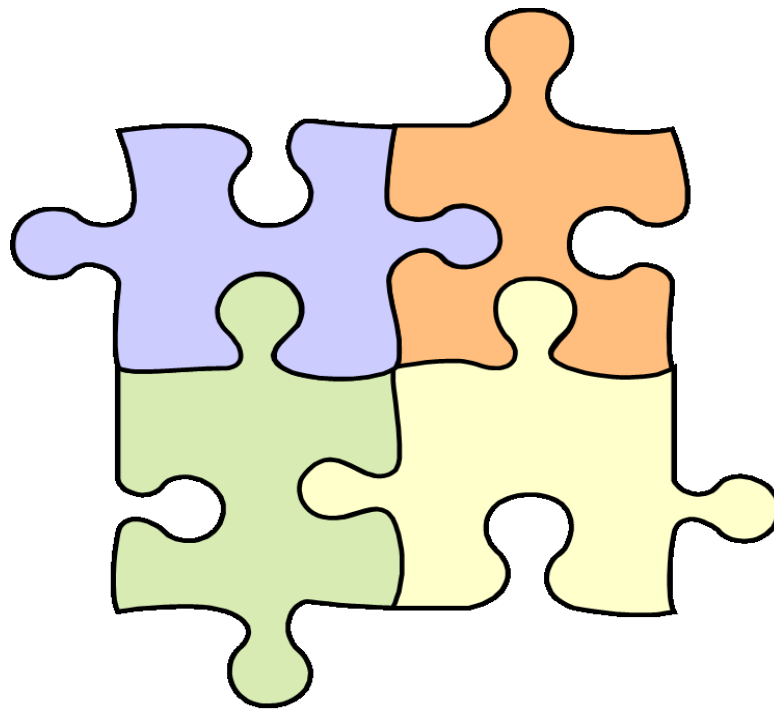
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)**
5

**All Youth
Clients**

Descriptive Statistics (FY04 Clients)

	<u>Sex (%)</u>		<u>Age (%)</u>			<u>Race (%)</u>						<u>Homeless (%)</u>
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	40	60	100	0	0	80	0	0	0	20	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	20	80	20	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY04</u>
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

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>				
Clients	0	Clients	0	Clients	0	Clients	5
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	195
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	39.0
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	1

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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												

	<u>Count</u>	<u>Percent</u>
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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 NEW HOPE OF MANGUM (643)

All Youth
 Clients

Indicators										
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	50.0 50.0	↑ ↑	1 1	2 2	14 of 27 6 of 19		☹️	😊

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

Consumer Survey (FY04 Clients)										
<u>Consumer Survey (FY04 Clients)</u>		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	😊 = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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)

Youth 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)
 8

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	57	43	100	0	0	86	0	0	0	14	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	0	57	57	29	71	14	0	0	100
State Avg	3	2	34	5	4	53	49	1	1	30

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	8	0	0
Units of Service	57	0	0
Avg Hours Per Client	7.1	0.0	0.0
Avg Daily Census	0	0	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	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.

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

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 THE REFERRAL CENTER (644)

All Youth
 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	100.0	100.0	↑	6	6	1 of 1		☹	
	Planned Discharges	72.7	100.0	↑	6	6	1 of 3			☺
	14-Day Follow-up	0.0	0.0	↑	0	2	1 of 1		☹	
	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	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
								Bottom	Middle	2 Top
Tenure	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
					% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment	DUI Convictions									
	Incarceration									
	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	↑ = 3		Quartiles	Bottom	Middle 2	Top			
					☹ = 0	☹ = 2	☺ = 1			

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

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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:

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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.

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.

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:

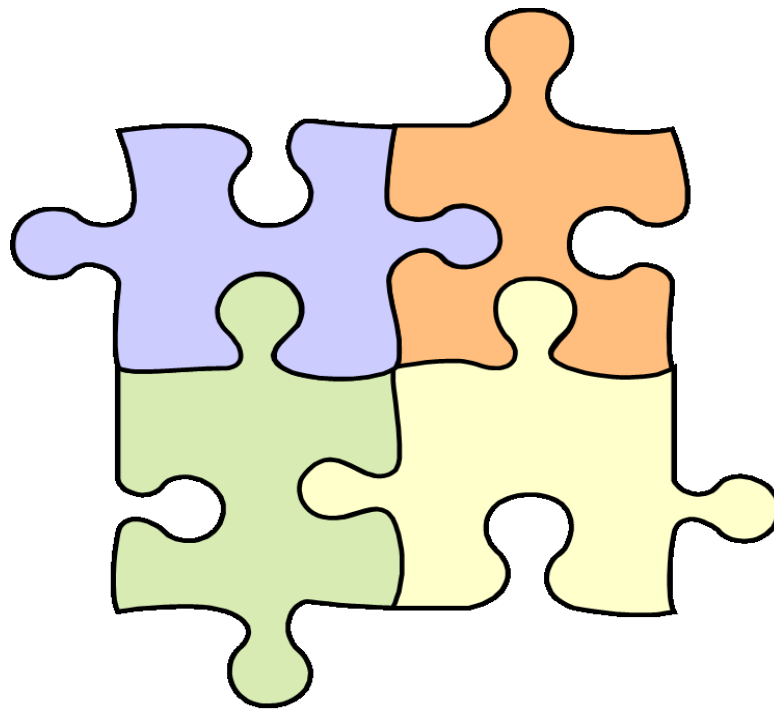
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 42

All Youth
 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	100	0	0	75	8	18	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	0	45	8	0	83	3	0	2	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	42
Units of Service	0	0	446
Avg Hours Per Client	0.0	0.0	10.6
Avg Daily Census	0	0	1

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												

	Count	Percent
Clients Not Seen Within 90 Days	7	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
 KIAMICHI COUNCIL ON ALCOHOLISM (650)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	40.0 36.4	↓ ↑	8 8	20 22	17 of 27 13 of 19	☹️ ☹️

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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		
				☹️ = 0	☹️ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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)

Youth 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)
 82

All Youth
 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	100	0	0	54	6	37	0	0	2	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	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	1	0	100
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	0	82
Units of Service	0	0	5,645
Avg Hours Per Client	0.0	0.0	68.8
Avg Daily Census	0	0	15

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												

	Count	Percent
Clients Not Seen Within 90 Days	7	11.5

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.

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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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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 Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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 receive 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.

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.

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:

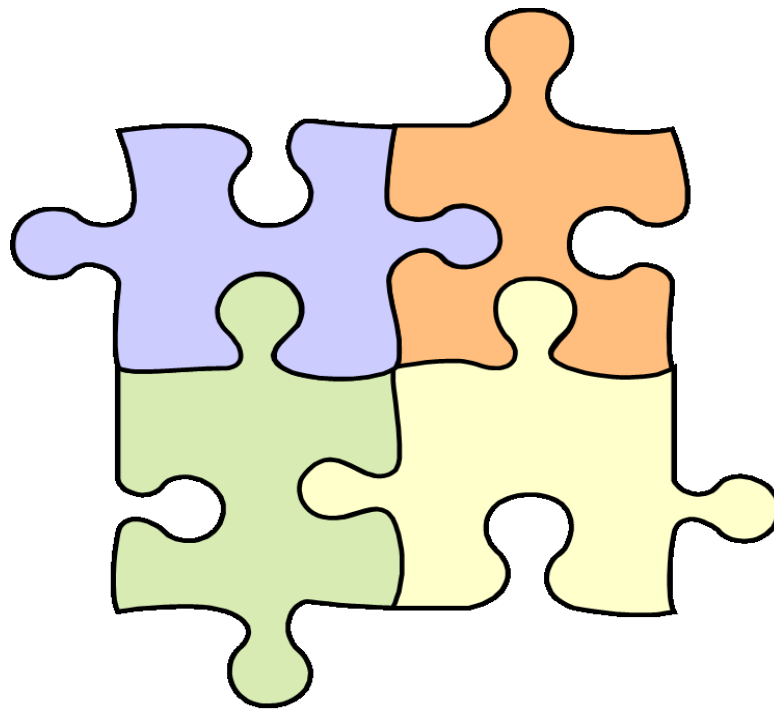
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Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Youth 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)
 82

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	47	53	100	0	0	75	3	17	0	1	4	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	1	14	7	1	12	82	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	48	28
Units of Service	0	2,863	2,531
Avg Hours Per Client	0.0	59.6	90.4
Avg Daily Census	0	8	7

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												

	Count	Percent
Clients Not Seen Within 90 Days	11	13.9

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 OAKS REHAB. SERVICES CTR (655)

All Youth
 Clients

Indicators										
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	25.0 50.0	↓ ↑	1 2	4 4	22 of 27 6 of 19		☹	☺

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

Consumer Survey (FY04 Clients)										
<u>Consumer Survey (FY04 Clients)</u>		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	
						☹ = 0	☹ = 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 receive 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.

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.

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)

Youth 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)
 51

All Youth
 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	100	0	0	70	2	28	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8	6	70	19	12	95	12	2	0	10
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	0	5
Units of Service	0	0	88
Avg Hours Per Client	0.0	0.0	17.6
Avg Daily Census	0	0	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 Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	68.2 33.3	68.2 33.3	↑ ↑	15 12	22 36	1 of 1 1 of 1	☹️ ☹️
Outpatient	Level of Functioning Improvement Planned Discharges Employment Initiation of Treatment Engagement in Treatment							
Long-Term Outcomes (CY01 Clients)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	☹️ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

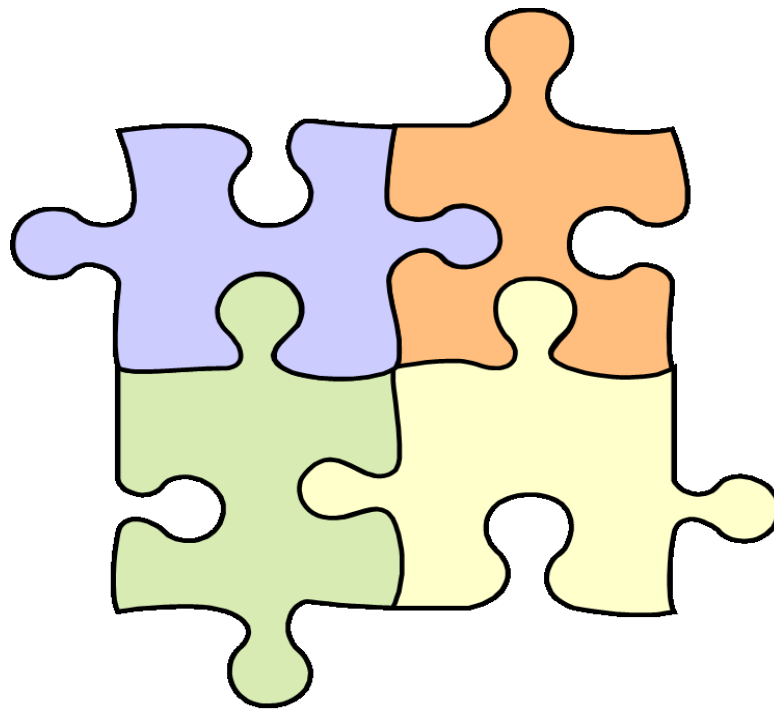
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 2

All Youth
 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	100	0	0	50	0	50	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	50	0	0	100	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	1	1		1	0	0	0	0	\$169,618.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	2
Units of Service	0	0	9
Avg Hours Per Client	0.0	0.0	4.5
Avg Daily Census	0	0	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	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
 HOUSE OF HOPE INC (660)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	43.8 33.3	100.0 100.0	↑ ↑	1 1	1 1	1 of 27 1 of 19			☺ ☺

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

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 Denominator - 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 receive 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.

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.

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)

Youth 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)
 23

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	36	64	100	0	0	77	14	5	0	0	5	96
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	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	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	21
Units of Service	0	0	2,155
Avg Hours Per Client	0.0	0.0	102.6
Avg Daily Census	0	0	6

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	2	13.3

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
 YWCA CRISIS CENTER (671)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Consumer Survey (FY04 Clients)</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

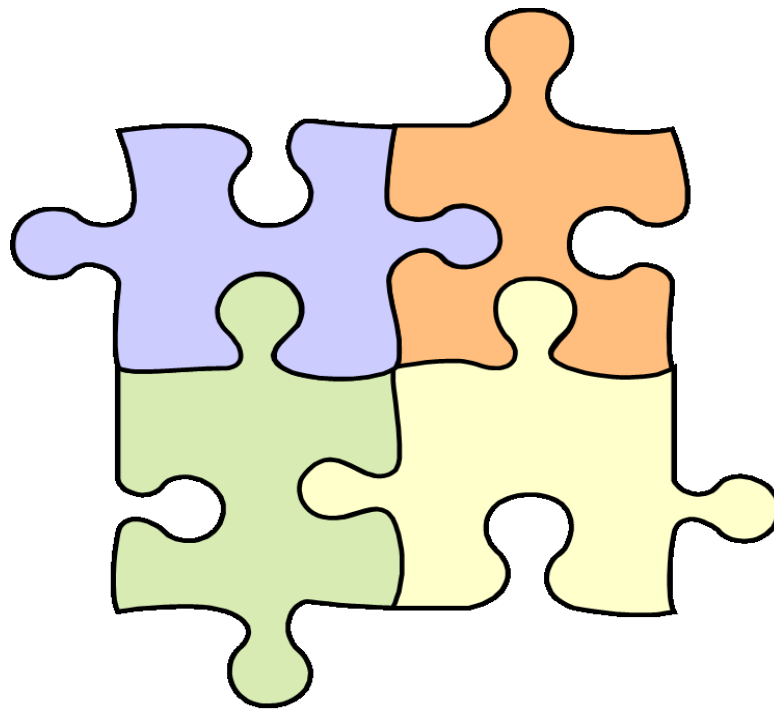
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 46

All Youth
 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	100	0	0	66	10	7	0	7	10	24
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	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	0	0	100
State Avg	3	2	34	5	4	53	49	1	1	30

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	46	0
Units of Service	0	6,030	0
Avg Hours Per Client	0.0	131.1	0.0
Avg Daily Census	0	17	0

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												

	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
 EAGLE RIDGE INSTITUTE (820)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

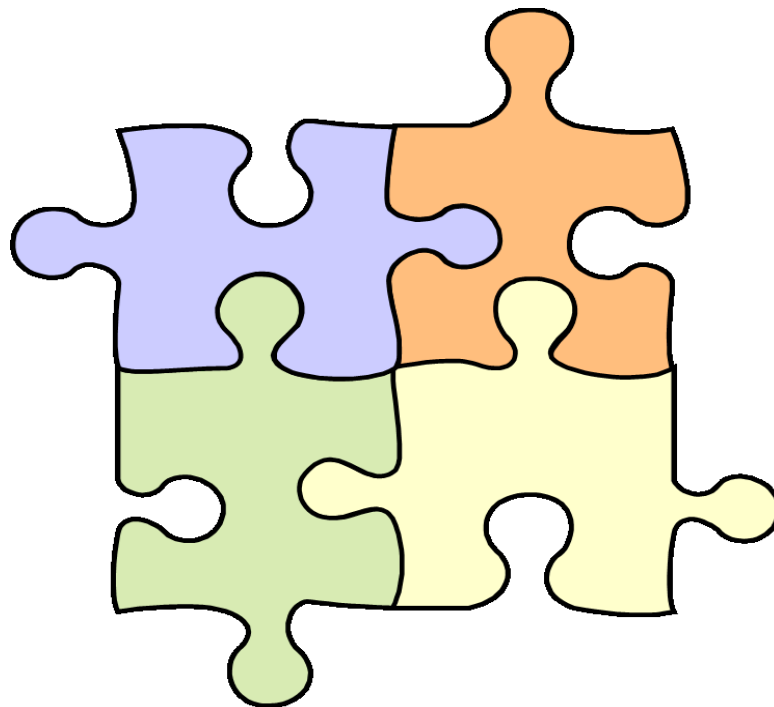
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 4

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	50	50	100	0	0	50	0	25	0	25	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	75	0	0	100	50	0	50	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	0	4
Units of Service	0	0	21
Avg Hours Per Client	0.0	0.0	5.3
Avg Daily Census	0	0	0

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	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
 CAA TURNING POINT (901)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	100.0 0.0	↑ ↓	2 0	2 2	1 of 27 19 of 19		☺ ☹

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	☺ = 0	☺ = 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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- Detox clients with presenting problems of *abuse* rather than *dependence*.

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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).

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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.

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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.

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 receive 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.

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.

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:

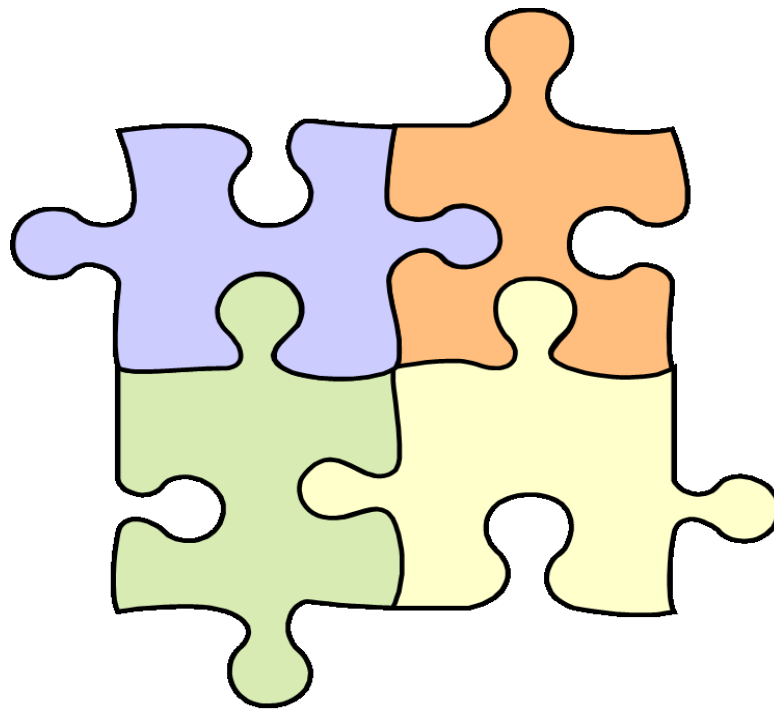
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**Oklahoma Department of Mental Health and Substance
Abuse Services**

HOMINY HEALTH SRVCS CTR INC. (902)

Youth 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)
 68

All Youth
 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	100	0	0	65	1	25	0	0	9	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	3	1	71	3	1	59	26	4	1	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	68
Units of Service	0	0	1,235
Avg Hours Per Client	0.0	0.0	18.2
Avg Daily Census	0	0	3

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	21	31.3

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
 HOMINY HEALTH SRVCS CTR INC. (902)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	30.4 33.3	↓ ↑	7 8	23 24	20 of 27 14 of 19	☹️ ☹️	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	
						☹️ = 0	☹️ = 2	☹️ = 0	

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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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.

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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).

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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 receive 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.

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.

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:

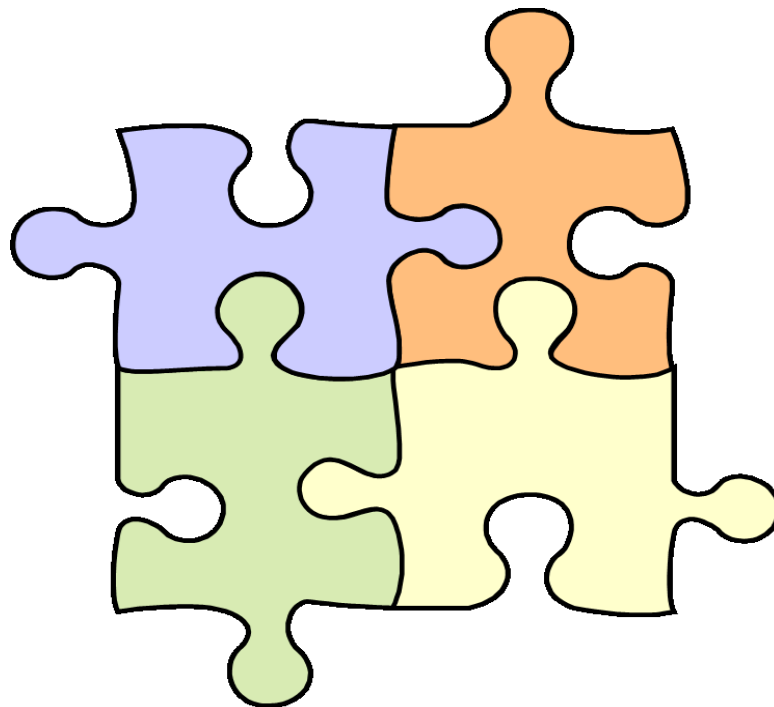
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 175

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	72	28	100	0	0	63	23	5	1	5	4	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	2	59	6	2	93	15	0	1	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	175
Units of Service	0	0	4,797
Avg Hours Per Client	0.0	0.0	27.4
Avg Daily Census	0	0	13

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												

	Count	Percent
Clients Not Seen Within 90 Days	25	15.2

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
 PALMER DRUG ABUSE PROGRAM INC. (903)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	54.8 46.2	↑ ↑	69 60	126 130	12 of 27 9 of 19	☹️ ☹️

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	☹️ = 2	☹️ = 0	

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

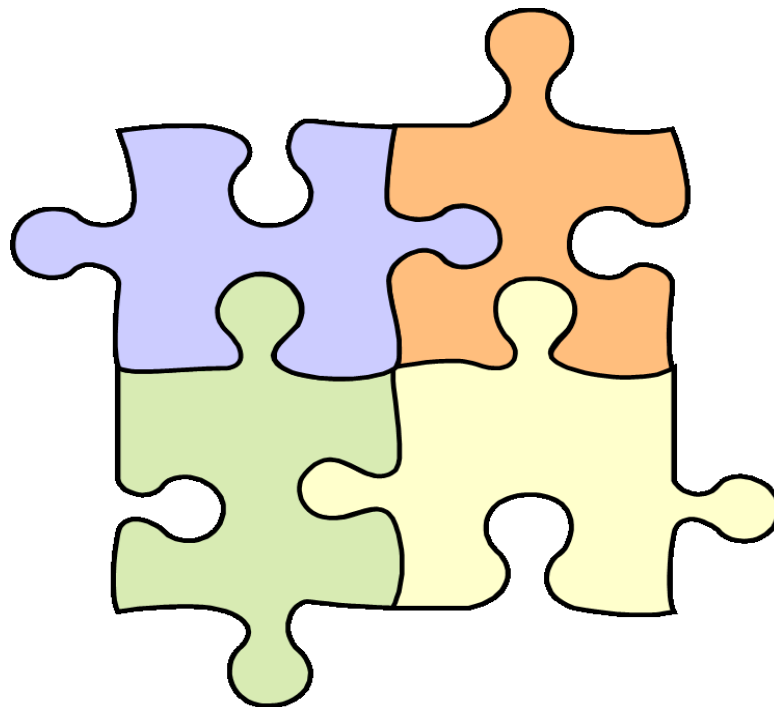
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 49

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	80	20	100	0	0	52	35	11	0	2	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	2	28	13	11	87	9	0	18	43
State Avg	3	2	34	5	4	53	49	1	1	30

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	5	0	45
Units of Service	26	0	772
Avg Hours Per Client	5.2	0.0	17.2
Avg Daily Census	0	0	2

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	30	68.2

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
 METRO TULSA SUBSTANCE ABUSE SERVICE (904)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								Bottom	Middle 2	Top
Detox	Level of Functioning Improvement									
	Planned Discharges	72.7	25.0	↓	1	4	3 of 3	☹		
	14-Day Follow-up									
	Initiation of Treatment									
Residential	Engagement in Treatment									
	Community Tenure - 30 days									
	Community Tenure - 90 days									
	Level of Functioning Improvement									
	Planned Discharges									
Halfway	14-Day Followup									
	Initiation of Treatment									
	Engagement in Treatment									
	Level of Functioning Improvement									
	Planned Discharges									
Outpatient	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
	Level of Functioning Improvement	43.8	11.8	↓	2	17	25 of 27	☹		
	Planned Discharges	33.3	0.0	↓	0	18	19 of 19	☹		

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
DUI Convictions Free										
	Incarceration Free									
Post Discharge					# Clients receiving Treatment	# Survivors in Year after Discharge				
	Survival				% in Year before Discharge	% in Year following Discharge				
Difference Between Post & Pre Treatment										
	DUI Convictions									
	Incarceration									
	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	
							☹ = 3	☺ = 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 receive 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.

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.

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:

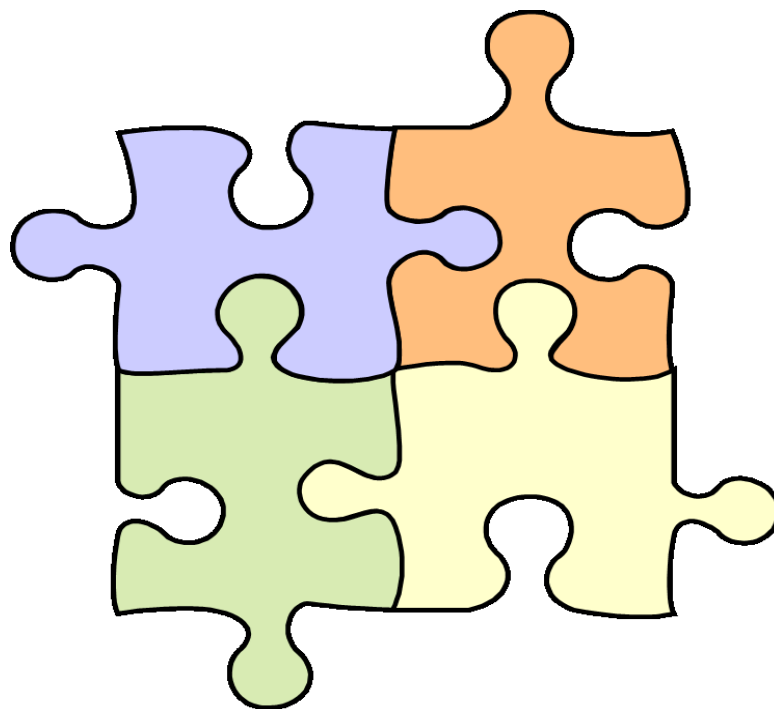
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 (90

Youth 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)
 16

All Youth
 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	100	0	0	50	19	31	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13	13	63	31	19	94	13	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	16
Units of Service	0	0	623
Avg Hours Per Client	0.0	0.0	38.9
Avg Daily Census	0	0	2

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	3	60.0

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
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	0.0 0.0	↓ ↓	0 0	1 1	27 of 27 19 of 19	⊖ ⊖	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	Quartiles		Bottom	Middle 2	Top	
						⊖ = 2	⊖ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

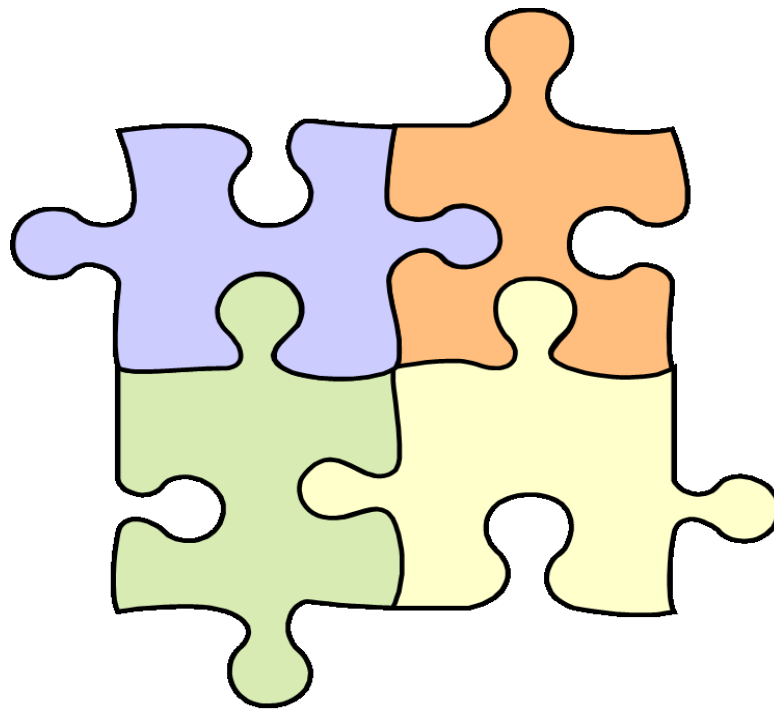
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Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Youth 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)
 48

All Youth
 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	100	0	0	88	5	5	0	2	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	40	9	0	74	30	0	0	23
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	48
Units of Service	0	0	1,544
Avg Hours Per Client	0.0	0.0	32.2
Avg Daily Census	0	0	4

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												

	Count	Percent
Clients Not Seen Within 90 Days	15	42.9

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
 NORMAN ALCOHOL INFORMATION CTR (906)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Short-Term Outcomes (FY04 Clients)								
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	43.8 33.3	61.1 44.4	↑ ↑	11 8	18 18	10 of 27 10 of 19	☹️ ☹️

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

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	☹️ = 2	☹️ = 0	

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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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.

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Long-Term Outcome Notes:

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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.

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.

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.

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)

Youth 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)

All Youth
 Clients

10

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	80	20	100	0	0	70	0	20	0	10	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10	0	40	10	0	90	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	10
Units of Service	0	0	60
Avg Hours Per Client	0.0	0.0	6.0
Avg Daily Census	0	0	0

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												

	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
 N.E. OK COUNCIL ON ALCOHOLISM (907)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	43.8 33.3	40.0 40.0	↓ ↑	4 4	10 10	17 of 27 11 of 19			☹️ ☹️

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

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	
							☹️ = 0	☹️ = 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 receive 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.

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.

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:

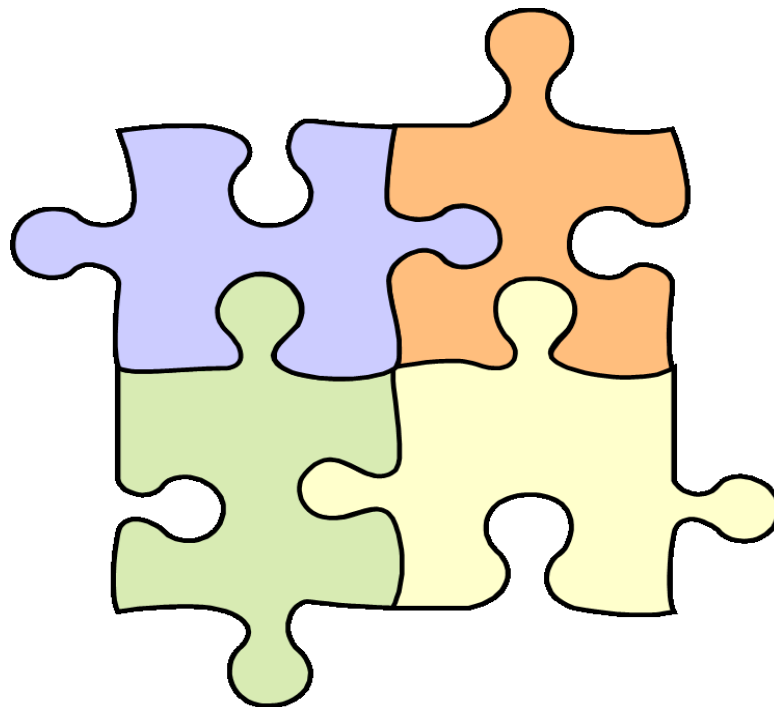
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 77

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	29	71	100	0	0	60	9	13	0	5	12	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9	6	49	3	7	75	20	1	5	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	77
Units of Service	0	0	1,944
Avg Hours Per Client	0.0	0.0	25.3
Avg Daily Census	0	0	5

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	20	29.9

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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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.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 S.W. YOUTH & FAMILY SERVICES (909)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	78.4 63.5	↑ ↑	40 33	51 52	8 of 27 5 of 19	☺ ☺

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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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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 receive 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.

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.

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)

Youth 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)
 149

All Youth
 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	100	0	0	76	12	5	1	6	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5	5	76	22	17	96	24	0	0	3
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	148	1
Units of Service	0	10,885	49
Avg Hours Per Client	0.0	73.5	49.0
Avg Daily Census	0	30	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1	41	33.6	66.2	32	43.2	40.4	75	41.9	38.8
61 Completed Court Commitment			0.0	8	6.6	2.0	2	2.7	1.8	6	3.4	4.1
62 Left ACA/ 90 Days			10.3	29	23.8	10.1	9	12.2	5.7	21	11.7	28.2
63 Moved			0.3			0.2	1	1.4	5.9	1	0.6	2.3
64 Transferred			12.2	6	4.9	2.2			12.6	6	3.4	5.2
65 Incarcerated			0.1	1	0.8	0.1	1	1.4	1.2	3	1.7	2.6
66 Broke Rules			1.4	27	22.1	7.3	21	28.4	20.1	30	16.8	5.7
67 AWOL			10.3	8	6.6	9.8	8	10.8	10.7	18	10.1	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2	2	1.6	2.0			1.7	19	10.6	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
 DRUG RECOVERY, INC. (910)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	95.7	95.5	↓	150	157	3 of 4	☹
	Community Tenure - 90 days	91.9	90.4	↓	142	157	3 of 4	☹
	Level of Functioning Improvement	35.8	50.8	↑	66	130	2 of 4	☹
	Planned Discharges	33.3	24.6	↓	32	130	3 of 4	☹
	14-Day Followup	2.5	0.0	↓	0	27	2 of 2	☹
	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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free							
	Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions							
	Incarceration							
	Clients With Wages							
	Median Wages							
Consumer Survey (FY04 Clients)								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

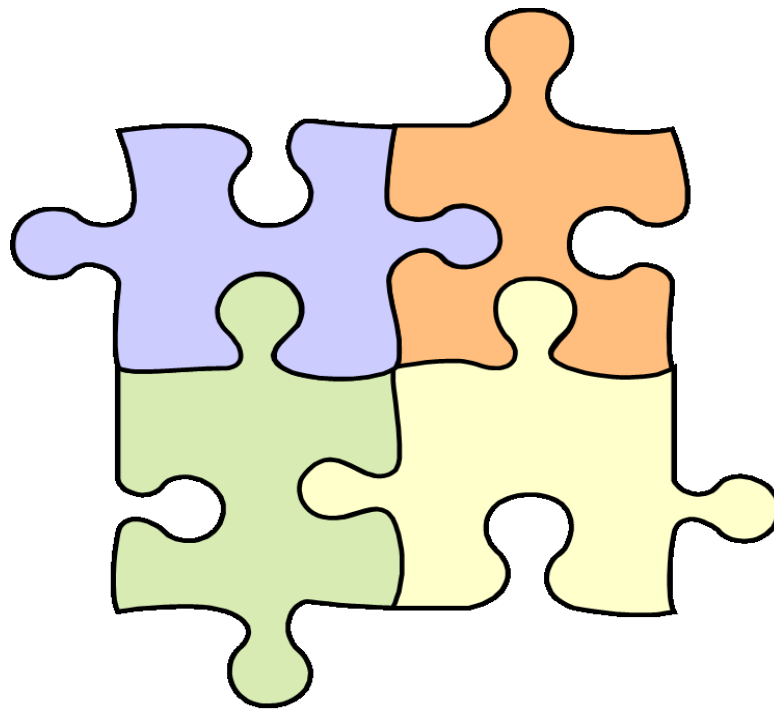
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 4

All Youth
 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	100	0	0	67	0	0	0	33	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	50	0	67	0	0	67	33	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	4
Units of Service	0	0	13
Avg Hours Per Client	0.0	0.0	3.1
Avg Daily Census	0	0	0

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												

	Count	Percent
Clients Not Seen Within 90 Days	1	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
 TRI-CITY YOUTH & FAMILY CENTER (911)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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:

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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 receive 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.

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.

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)

Youth 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)

All Youth
 Clients

1

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	100	0	0	100	0	0	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	0	0	0	0	100
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	1	0	0
Units of Service	1	0	0
Avg Hours Per Client	1.0	0.0	0.0
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	359	87.3	65.1			66.2			40.4	58	71.6	38.8
61 Completed Court Commitment			0.0			2.0			1.8	3	3.7	4.1
62 Left ACA/ 90 Days	34	8.3	10.3			10.1			5.7	14	17.3	28.2
63 Moved			0.3			0.2			5.9	1	1.2	2.3
64 Transferred	6	1.5	12.2			2.2			12.6	2	2.5	5.2
65 Incarcerated			0.1			0.1			1.2			2.6
66 Broke Rules	11	2.7	1.4			7.3			20.1	2	2.5	5.7
67 AWOL			10.3			9.8			10.7	1	1.2	6.1
68 Death												0.2
69 Failed to Begin Treatment	1	0.2	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
 STARTING POINT II, INC. (913)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	72.7	100.0	↑	1	1	1 of 3	☺
	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)								
<u>Long-Term Outcomes (CY01 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free							
	Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge		
	Incarceration							
	Clients With Wages							
	Median Wages							

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 1	Quartiles	Bottom	Middle 2	Top		
				☹ = 0	☺ = 0	☺ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

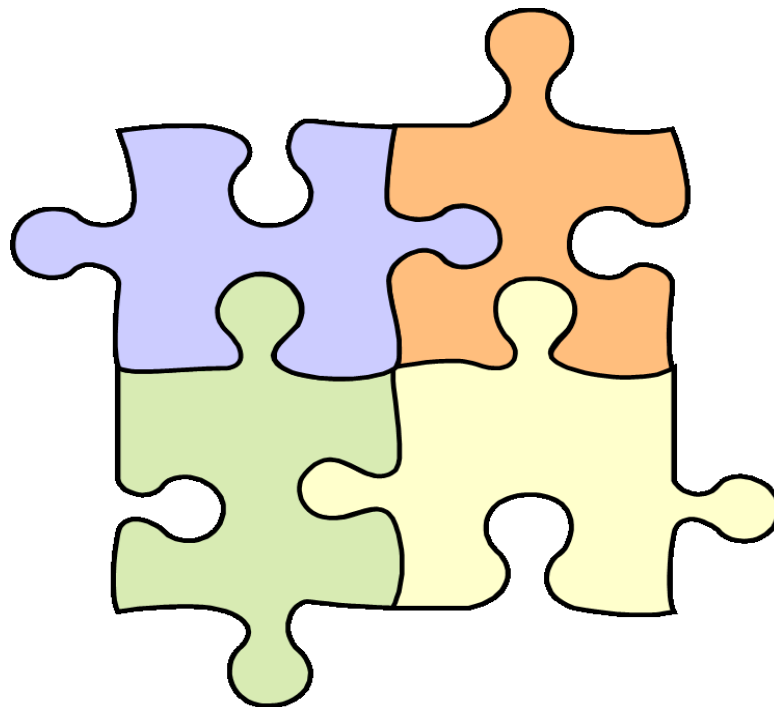
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 17

All Youth
 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	100	0	0	38	0	44	0	0	19	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	0	100	6	0	94	13	0	0	18
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	17
Units of Service	0	0	953
Avg Hours Per Client	0.0	0.0	56.1
Avg Daily Census	0	0	3

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	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
 ADA AREA CHEMICAL DEP. CTR (914)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	72.7 18.2	↑ ↓	8 2	11 11	9 of 27 16 of 19	☹️ ☹️
Long-Term Outcomes (CY01 Clients)								
<u>Long-Term Outcomes (CY01 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		
Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	
					☹️ = 0	☹️ = 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 receive 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.

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.

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)

Youth 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)
 10

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	78	22	100	0	0	67	0	11	0	11	11	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	78	0	0	89	11	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	10
Units of Service	0	0	53
Avg Hours Per Client	0.0	0.0	5.3
Avg Daily Census	0	0	0

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	10	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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 TURNING POINT (925)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

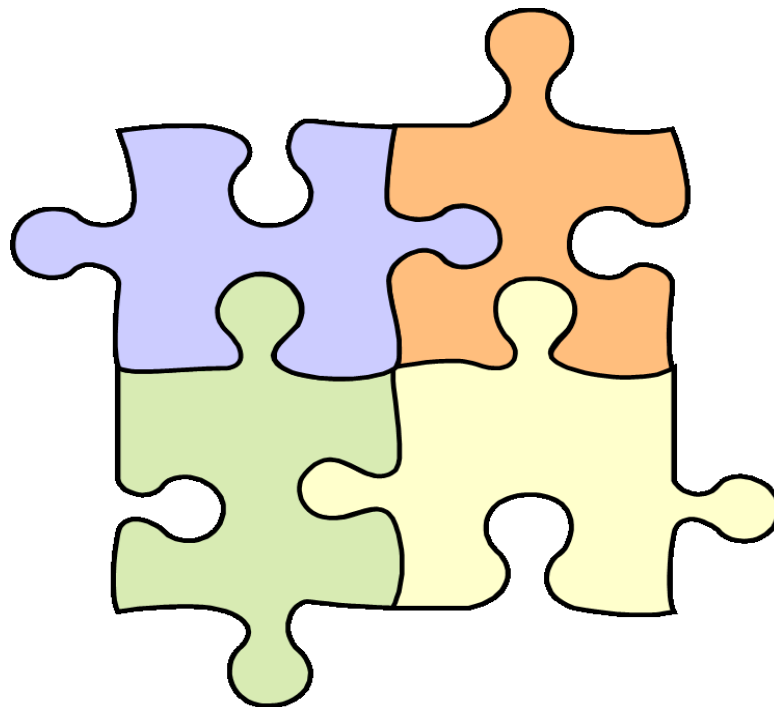
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 CHANCE TO CHANGE FOUNDATION (926)

Youth 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 CHANCE TO CHANGE FOUNDATION (926)

**Clients Admitted and Served
at the Agency (FY04)**
6

**All Youth
Clients**

Descriptive Statistics (FY04 Clients)

	<u>Sex (%)</u>		<u>Age (%)</u>			<u>Race (%)</u>					<u>Homeless (%)</u>	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	67	33	100	0	0	50	17	17	0	0	17	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	67	33	50	100	0	0	0	17
State Avg	3	2	34	5	4	53	49	1	1	30

<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY04</u>
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$413,096.00

Clients Admitted and Served by Level of Care

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>				
Clients	0	Clients	0	Clients	0	Clients	6
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	74
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	12.4
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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												
Clients Not Seen Within 90 Days	<u>Count</u>	<u>Percent</u>										
	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
 A CHANCE TO CHANGE FOUNDATION (926)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Satisfaction</u>		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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 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - 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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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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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 receive 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.

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.

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:

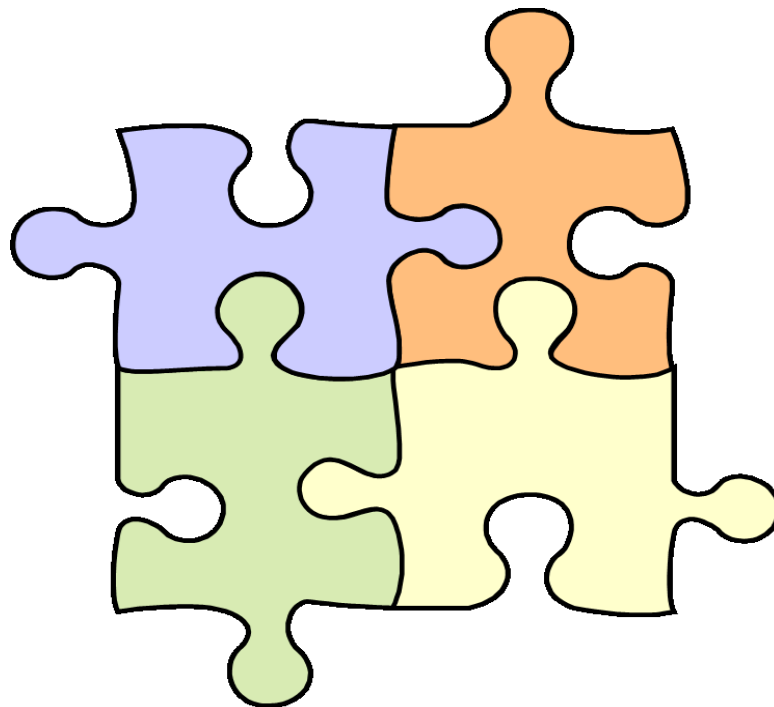
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Oklahoma Department of Mental Health and Substance Abuse Services

EDMOND FAMILY SERVICES, INC. (929)

Youth 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)
 9

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	78	22	100	0	0	100	0	0	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	67	0	11	56	44	0	0	44
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	9
Units of Service	0	0	43
Avg Hours Per Client	0.0	0.0	4.8
Avg Daily Census	0	0	0

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	1	11.1

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.

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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
 EDMOND FAMILY SERVICES, INC. (929)

All Youth
 Clients

Indicators										
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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	43.8 33.3	100.0 0.0	↑ ↓	6 0	6 6	1 of 27 19 of 19			☺ ☹

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

Consumer Survey (FY04 Clients)										
<u>Consumer Survey (FY04 Clients)</u>		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	☺ = 0	☺ = 1	

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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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 receive 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.

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.

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:

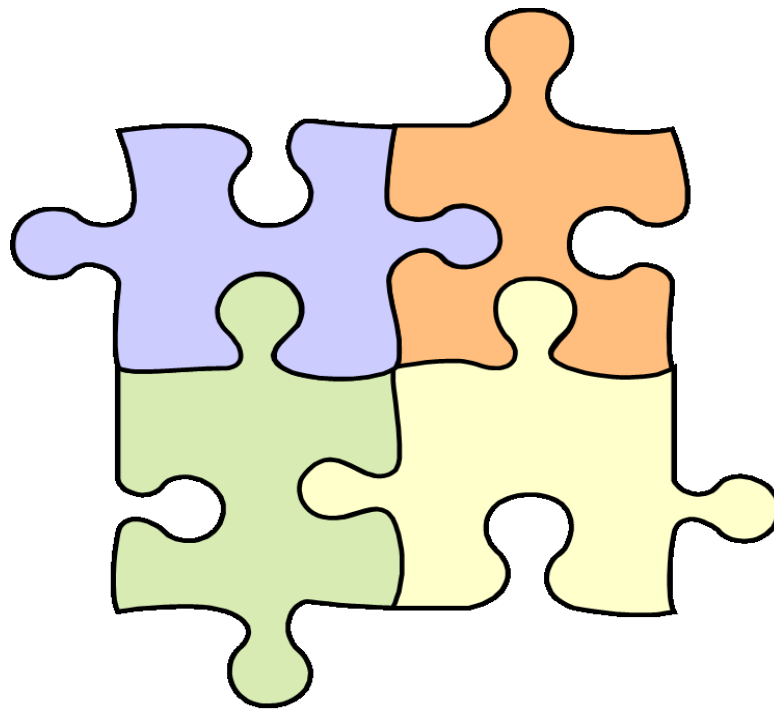
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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

STREET SCHOOL INC (932)

Youth 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
 STREET SCHOOL INC (932)

Clients Admitted and Served
 at the Agency (FY04)
 23

All Youth
 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	100	0	0	74	15	7	0	4	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	0	59	4	0	85	19	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	
											\$80,475.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	23
Units of Service	0	0	14,202
Avg Hours Per Client	0.0	0.0	617.5
Avg Daily Census	0	0	39

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	4	100.0	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			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	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
 STREET SCHOOL INC (932)

All Youth
 Clients

Indicators										
<u>Short-Term Outcomes (FY04 Clients)</u>		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	Level of Functioning Improvement									
	Planned Discharges									
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									
Outpatient	Level of Functioning Improvement	43.8	54.5	↑	6	11	13 of 27		☹	
	Planned Discharges	33.3	63.6	↑	7	11	4 of 19			☺
	Employment	0.0	0.0	↑	0	2	1 of 1		☹	
	Initiation of Treatment									
	Engagement in Treatment									

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

Consumer Survey (FY04 Clients)										
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 3	Quartiles			Bottom	Middle 2	Top	
							☹ = 0	☹ = 2	☺ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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)

Youth 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)
 3

All Youth
 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	100	0	0	67	0	0	0	0	33	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33	33	33	33	0	67	0	33	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	3
Units of Service	0	0	67
Avg Hours Per Client	0.0	0.0	22.4
Avg Daily Census	0	0	0

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	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
 PEOPLE INCORPORATED (933)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	0.0 0.0	↓ ↓	0 0	1 1	27 of 27 19 of 19	⊖ ⊖	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	Quartiles		Bottom	Middle 2	Top	
						⊖ = 2	⊖ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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 receive 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.

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.

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:

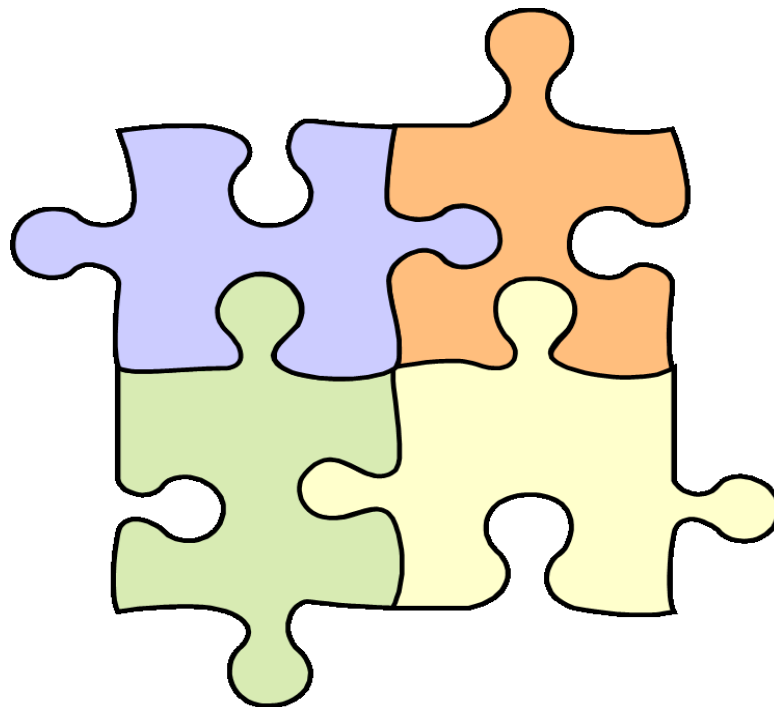
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 18

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	59	41	100	0	0	71	0	18	6	0	6	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	29	0	0	82	6	0	6	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	18
Units of Service	0	0	123
Avg Hours Per Client	0.0	0.0	6.8
Avg Daily Census	0	0	0

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												

	Count	Percent
Clients Not Seen Within 90 Days	3	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
 GATEWAY TO PREVENTION/RECOVERY (934)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	43.8 33.3	60.0 40.0	↑ ↑	3 2	5 5	11 of 27 11 of 19			☹️ ☹️

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

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	☹️ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

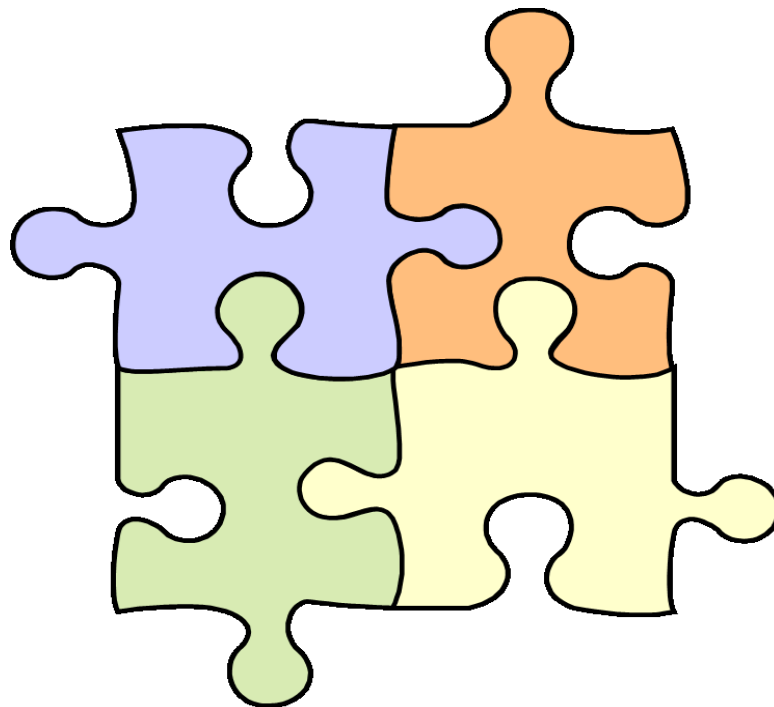
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Oklahoma Department of Mental Health and Substance Abuse Services

MOORE ALC/DRUG CTR (935)

Youth 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)
 74

All Youth
 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	100	0	0	85	4	4	0	3	3	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	44	3	1	47	53	12	0	1
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	74
Units of Service	0	0	2,097
Avg Hours Per Client	0.0	0.0	28.3
Avg Daily Census	0	0	6

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	1	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.

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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.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 MOORE ALC/DRUG CTR (935)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top
Short-Term Outcomes (FY04 Clients)								
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	43.8 33.3	35.1 23.7	↓ ↓	13 9	37 38	19 of 27 15 of 19	☹️ ☹️

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

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	↑ = 0		Quartiles	Bottom	Middle 2	Top	
					☹️ = 0	☹️ = 2	☹️ = 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 Denominator - 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).

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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:

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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.

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.

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.

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:

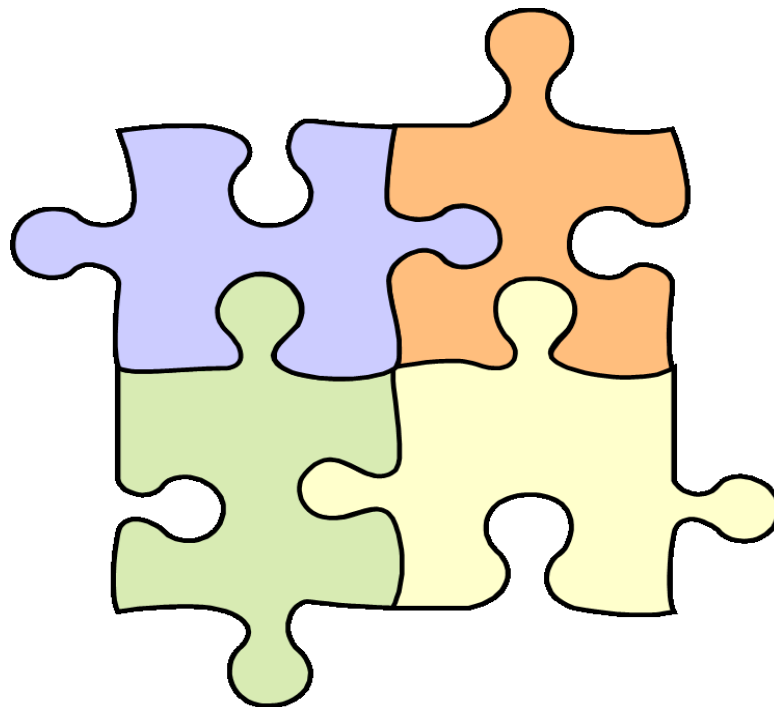
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Oklahoma Department of Mental Health and Substance Abuse Services

A BETTER CHANCE (940)

Youth 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)
 334

All Youth
 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	100	0	0	61	17	6	0	1	15	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	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	0	0	99
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	334
Units of Service	0	0	1,515
Avg Hours Per Client	0.0	0.0	4.5
Avg Daily Census	0	0	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	246	73.9

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
 A BETTER CHANCE (940)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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 receive 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.

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.

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

Youth 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)
 25

All Youth
 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	100	0	0	70	13	4	4	4	4	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	4	4	65	4	0	91	9	0	4	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	25
Units of Service	0	0	322
Avg Hours Per Client	0.0	0.0	12.9
Avg Daily Census	0	0	1

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	8	36.4

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
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	92.9 50.0	↑ ↑	13 7	14 14	6 of 27 6 of 19	☺ ☺

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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 receive 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.

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.

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:

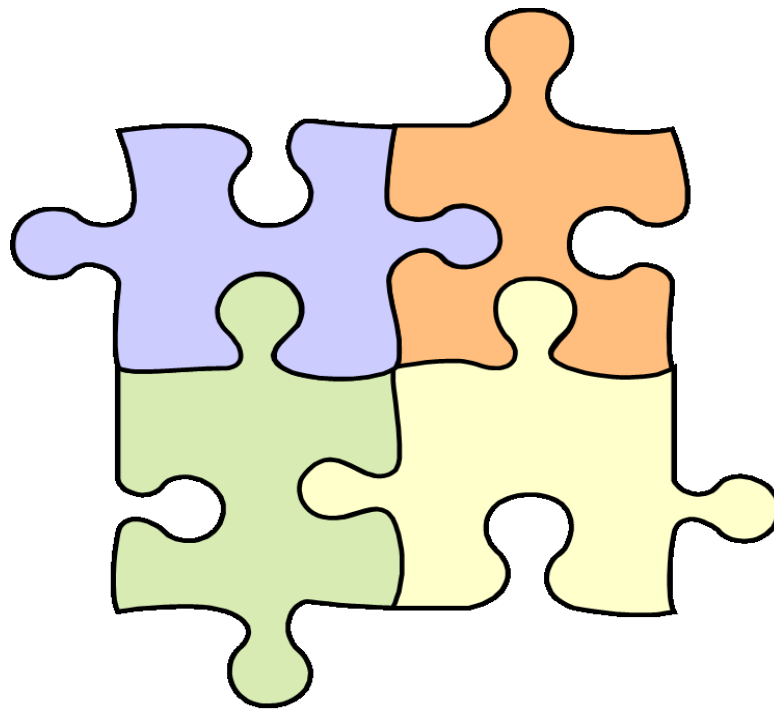
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 2

All Youth
 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	100	0	0	0	0	100	0	0	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	100	0	0	0	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	2
Units of Service	0	0	11
Avg Hours Per Client	0.0	0.0	5.5
Avg Daily Census	0	0	0

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	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
 INDIAN HEALTH CARE RESRCE CTR (943)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	0.0 0.0	↓ ↓	0 0	1 1	27 of 27 19 of 19	⊖ ⊖	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	Quartiles		Bottom	Middle 2	Top	
						⊖ = 2	⊖ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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)

Youth 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)
 8

All Youth
 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	100	0	0	38	0	50	0	0	13	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	25	13	38	75	25	0	0	100
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	8
Units of Service	0	0	80
Avg Hours Per Client	0.0	0.0	9.9
Avg Daily Census	0	0	0

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	7	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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 ROGERS COUNTY DRUG ABUSE (949)

All Youth
 Clients

Indicators									
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	0.0 0.0	↓ ↓	0 0	2 2	27 of 27 19 of 19	⊖ ⊖	

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

Consumer Survey (FY04 Clients)									
<u>Consumer Survey (FY04 Clients)</u>		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	↑ = 0	Quartiles		Bottom	Middle 2	Top	
						⊖ = 2	⊖ = 0	⊕ = 0	

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 receive 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.

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.

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:

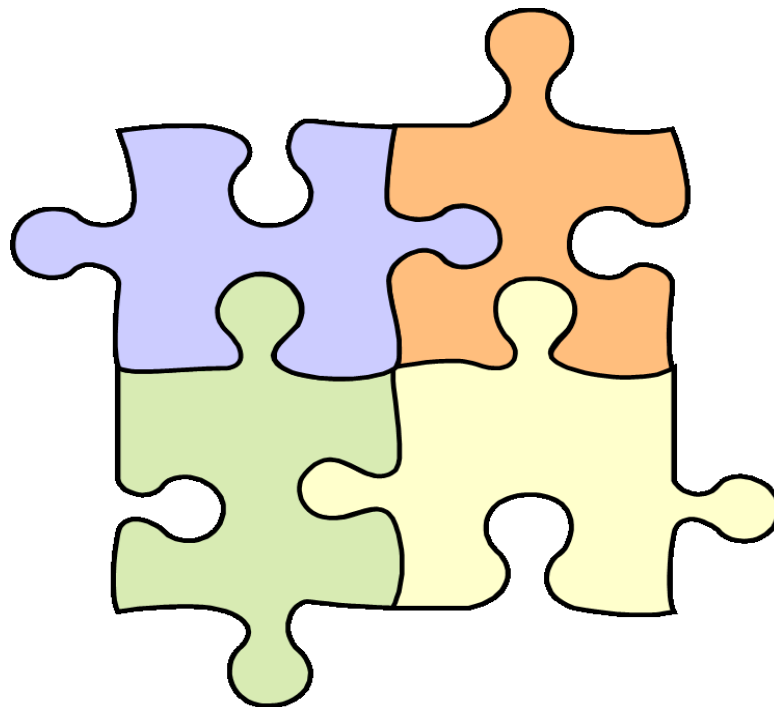
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 181

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	85	15	100	0	0	39	47	5	0	7	1	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	1	16	2	5	92	12	0	3	0
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	181
Units of Service	0	0	2,454
Avg Hours Per Client	0.0	0.0	13.6
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	139	42.5	38.8
61 Completed Court Commitment			0.0			2.0			1.8	1	0.3	4.1
62 Left ACA/ 90 Days			10.3			10.1			5.7	8	2.4	28.2
63 Moved			0.3			0.2			5.9	3	0.9	2.3
64 Transferred			12.2			2.2			12.6	1	0.3	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	147	45.0	6.1
68 Death												0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	28	8.6	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	64	45.4

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
 CARE FOR CHANGE INC. (951)

All Youth
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	43.8 33.3	15.6 17.6	↓ ↓	17 19	109 108	24 of 27 18 of 19			☹️ ☹️

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

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	↑ = 0	Quartiles			Bottom	Middle 2	Top	
							☹️ = 0	☹️ = 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 receive 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.

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.

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)

Youth 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)
 88

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	48	52	100	0	0	63	5	17	0	5	10	23
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	1	0	0	0	0	0	100	13	0	97
State Avg	3	2	34	5	4	53	49	1	1	30

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	88	0
Units of Service	0	3,741	0
Avg Hours Per Client	0.0	42.5	0.0
Avg Daily Census	0	10	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	20	26.7

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
 NW SUBSTANCE TREATMENT CNTR (953)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival				% in Year before Discharge	% in Year following Discharge		
<u>Difference Between Post & Pre Treatment</u>								
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Consumer Survey (FY04 Clients)</u>		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:

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

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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.

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 receive 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.

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.

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:

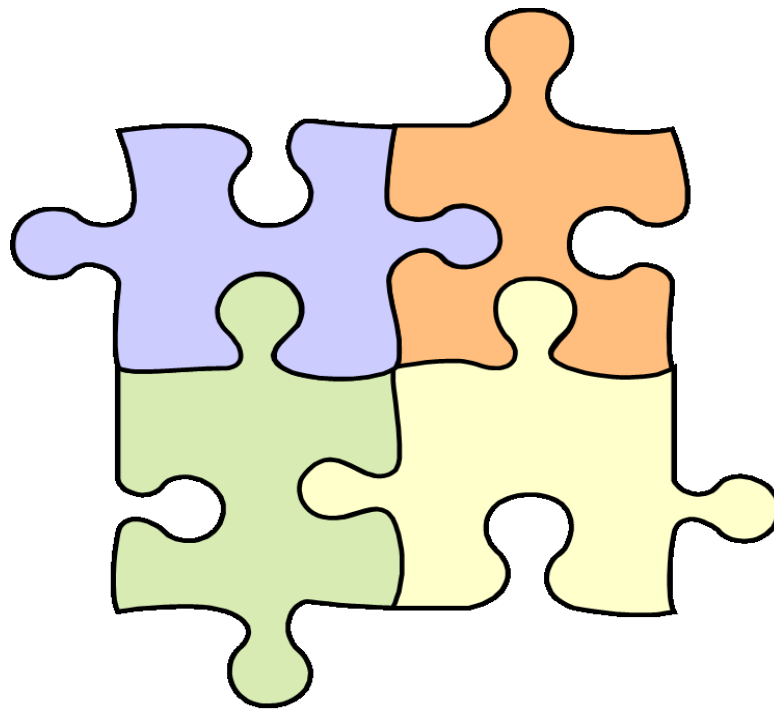
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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

CITIZEN POTOWATOMI NATION (956)

Youth 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
 CITIZEN POTOWATOMI NATION (956)

Clients Admitted and Served
 at the Agency (FY04)
 29

All Youth
 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	100	0	0	41	0	44	0	11	4	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	30	0	3	10	0
State Avg	3	2	34	5	4	53	49	1	1	30

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	0	4	2	1	1	0	1	\$65,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	29
Units of Service	0	0	388
Avg Hours Per Client	0.0	0.0	13.4
Avg Daily Census	0	0	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												
Clients Not Seen Within 90 Days	Count	Percent										
	23	79.3										

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.

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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.

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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
 CITIZEN POTOWATOMI NATION (956)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
Consumer Survey (FY04 Clients)								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - 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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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 receive 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.

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.

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:

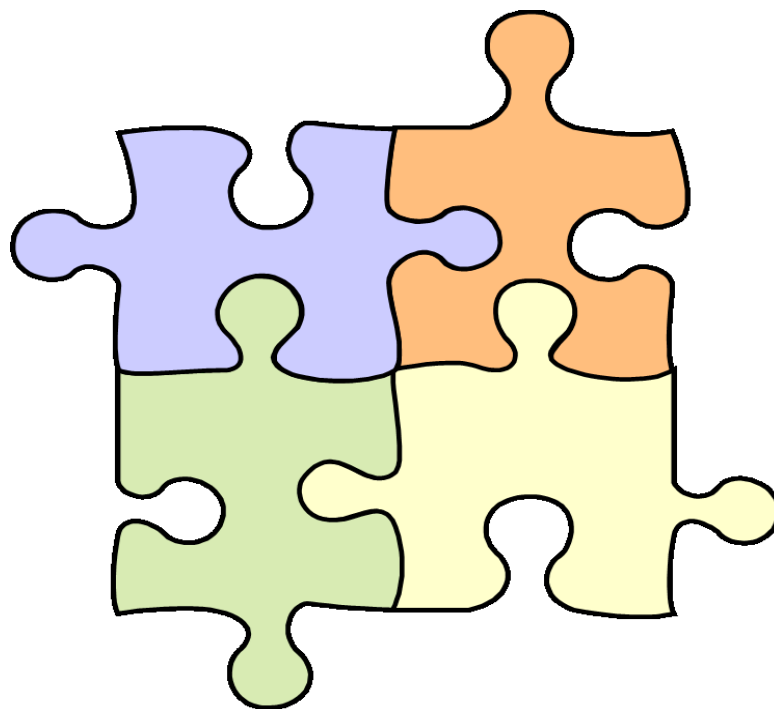
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 48

All Youth
 Clients

Descriptive Statistics (FY04 Clients)

	Sex (%)		Age (%)			Race (%)						Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	84	16	100	0	0	67	12	2	2	16	0	0
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	74	2	9	93	9	2	0	51
State Avg	3	2	34	5	4	53	49	1	1	30

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	48
Units of Service	0	0	1,363
Avg Hours Per Client	0.0	0.0	28.4
Avg Daily Census	0	0	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			65.1			66.2			40.4	62	45.9	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	17	12.6	28.2
63 Moved			0.3			0.2			5.9	2	1.5	2.3
64 Transferred			12.2			2.2			12.6	22	16.3	5.2
65 Incarcerated			0.1			0.1			1.2	2	1.5	2.6
66 Broke Rules			1.4			7.3			20.1	8	5.9	5.7
67 AWOL			10.3			9.8			10.7	19	14.1	6.1
68 Death										1	0.7	0.2
69 Failed to Begin Treatment			0.2			2.0			1.7	1	0.7	6.5
70 Treatment Incompatibility												.41
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	1	2.9

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
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	43.8 33.3	46.4 17.9	↑ ↓	13 5	28 28	16 of 27 17 of 19	☹️ ☹️

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	
					☹️ = 0	☹️ = 2	☹️ = 0	

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

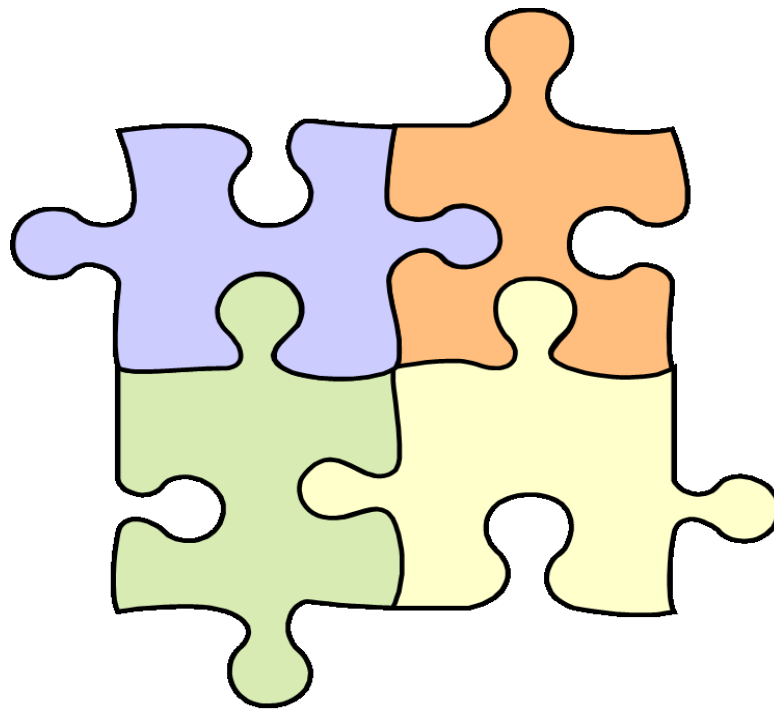
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**Oklahoma Department of Mental Health and Substance
Abuse Services**

TULSA WOMEN AND CHILDREN'S CENTER (959)

Youth 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)
 131

All Youth
 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	100	0	0	51	21	13	0	1	14	15
State Avg	63	37	100	0	0	63	14	12	0	4	6	3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	2	0	0	0	0	0	100	0	0	1
State Avg	3	2	34	5	4	53	49	1	1	30

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	131	0
Units of Service	0	8,645	0
Avg Hours Per Client	0.0	66.0	0.0
Avg Daily Census	0	24	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.

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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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 TULSA WOMEN AND CHILDREN'S CENTER (959)

All Youth
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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							
<u>Long-Term Outcomes (CY01 Clients)</u>								
<u>Tenure</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
	DUI Convictions Free Incarceration Free							
<u>Post Discharge</u>					# Clients receiving Treatment	# Survivors in Year after Discharge		
	Survival							
<u>Difference Between Post & Pre Treatment</u>					% in Year before Discharge	% in Year following Discharge		
	DUI Convictions Incarceration Clients With Wages Median Wages							
<u>Consumer Survey (FY04 Clients)</u>								
<u>Satisfaction</u>		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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 ☹.

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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.

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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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Long-Term Outcome Notes:

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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.

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.

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)

Youth 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)
 13

Youth 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	100	0	0	92	0	8	0	0	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8	0	15	0	0	92	31	0	8	15
State Avg	5	2	50	8	6	94	14	1	2	6

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	0	13
Units of Service	0	0	225
Avg Hours Per Client	0.0	0.0	17.3
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	28.6	28.7
61 Completed Court Commitment												31.0
62 Left ACA/ 90 Days												5.7
63 Moved												6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility										5	71.43	5.75
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.

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

Youth Drug
 Court
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Long-Term Outcomes (CY01 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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 receive 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.

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.

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:

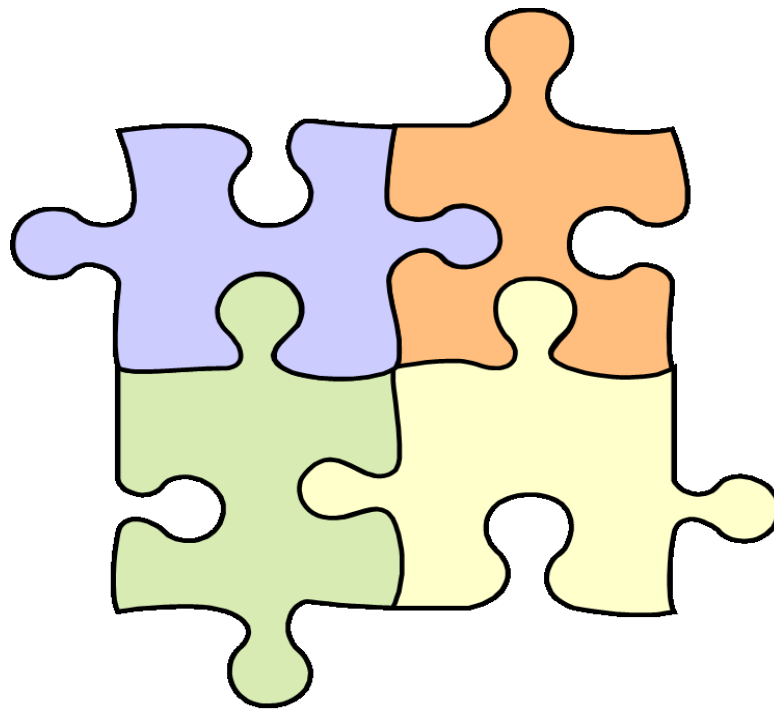
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 19

Youth 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	100	0	0	79	0	5	0	16	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	32	0	5	100	5	0	0	0
State Avg	5	2	50	8	6	94	14	1	2	6

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	0	19
Units of Service	0	0	525
Avg Hours Per Client	0.0	0.0	27.6
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	11.8	28.7
61 Completed Court Commitment										15	88.2	31.0
62 Left ACA/ 90 Days												5.7
63 Moved												6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	1	7.1

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
 PAYNE COUNTY DRUG COURT, INC. (462)

Youth Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	50.9 27.3	16.7 0.0	↓ ↓	2 0	12 12	5 of 7 5 of 5		☹	☺

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

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	↑ = 0	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 receive 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.

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.

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**

**YOUTH AND FAMILY SERVICES OF N. CENTRAL
OKLAHOMA, INC. (465)**

Youth 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
YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

**Clients Admitted and Served
at the Agency (FY04)**
25

**Youth 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	68	32	100	0	0	84	0	4	0	0	12	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	88	0	8	96	12	4	0	0
State Avg	5	2	50	8	6	94	14	1	2	6

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	25
Units of Service	0	0	719
Avg Hours Per Client	0.0	0.0	28.7
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												28.7
61 Completed Court Commitment										7	43.8	31.0
62 Left ACA/ 90 Days												5.7
63 Moved										2	12.5	6.9
64 Transferred												11.5
65 Incarcerated												1.1
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												1.1
69 Failed to Begin Treatment										7	43.8	8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	8	44.4

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
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Youth Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	50.9 27.3	88.9 0.0	↑ ↓	8 0	9 9	1 of 7 5 of 5			☺

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

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	☺ = 0	☺ = 1			

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

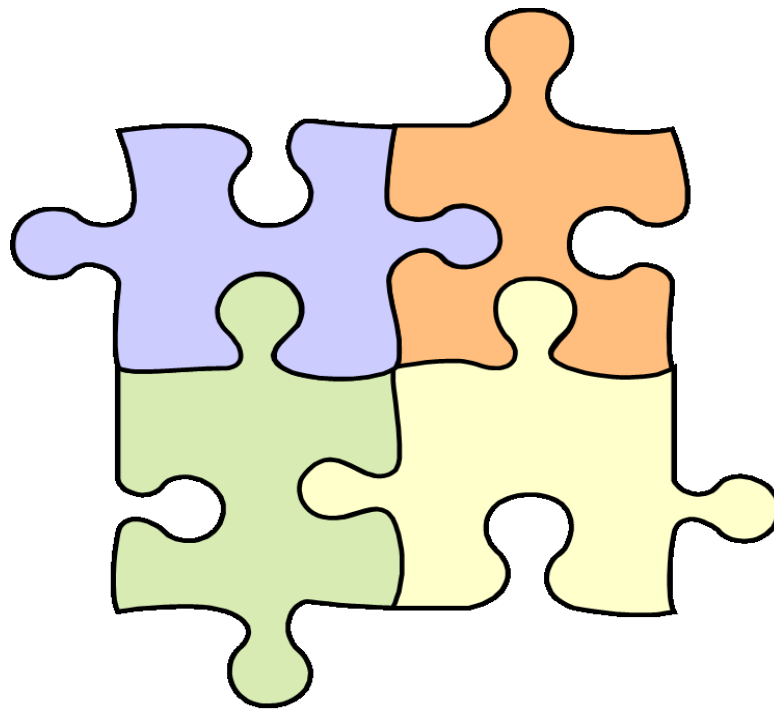
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)**
17

**Youth Drug
Court
Clients**

Descriptive Statistics (FY04 Clients)

	<u>Sex (%)</u>		<u>Age (%)</u>			<u>Race (%)</u>					<u>Homeless (%)</u>	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	65	35	100	0	0	88	0	6	0	6	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	6	0	29	6	0	82	6	0	0	18
State Avg	5	2	50	8	6	94	14	1	2	6

<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY04</u>
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

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	17
Units of Service	0	0	385
Avg Hours Per Client	0.0	0.0	22.6
Avg Daily Census	0	0	1

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										10	76.9	28.7
61 Completed Court Commitment												31.0
62 Left ACA/ 90 Days										1	7.7	5.7
63 Moved										1	7.7	6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules										1	7.7	1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	4	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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 RED ROCK BEHAVIORAL HEALTH SVC (553)

Youth Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles Bottom Middle 2 Top		
Short-Term Outcomes (FY04 Clients)										
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	50.9 27.3	10.0 80.0	↓ ↑	1 8	10 10	6 of 7 1 of 5	☹️		☺️

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

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	☺️ = 0	☺️ = 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 receive 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.

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.

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:

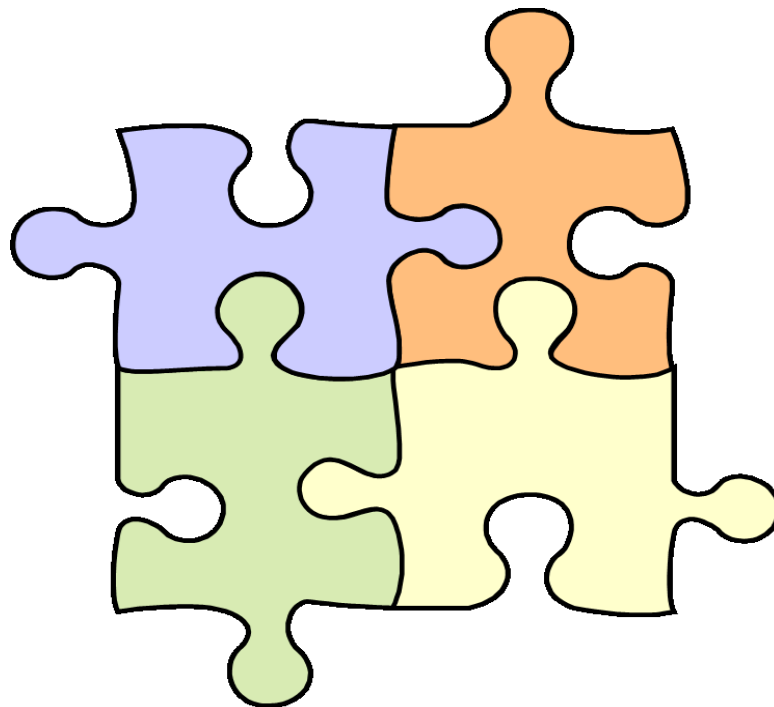
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 11**

**Youth Drug
 Court
 Clients**

Descriptive Statistics (FY04 Clients)

	<u>Sex (%)</u>		<u>Age (%)</u>			<u>Race (%)</u>					<u>Homeless (%)</u>	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	64	36	100	0	0	82	0	9	0	0	9	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9	9	64	9	0	91	36	0	9	0
State Avg	5	2	50	8	6	94	14	1	2	6

<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY04</u>
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

Clients Admitted and Served by Level of Care

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	11
Units of Service	0	0	608
Avg Hours Per Client	0.0	0.0	55.3
Avg Daily Census	0	0	2

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										6	54.5	28.7
61 Completed Court Commitment												31.0
62 Left ACA/ 90 Days										1	9.1	5.7
63 Moved												6.9
64 Transferred										4	36.4	11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	1	9.1

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.

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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)

Youth Drug
 Court
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	50.9 27.3	77.8 44.4	↑ ↑	7 4	9 9	2 of 7 2 of 5	☺ ☺

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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 receive 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.

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.

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:

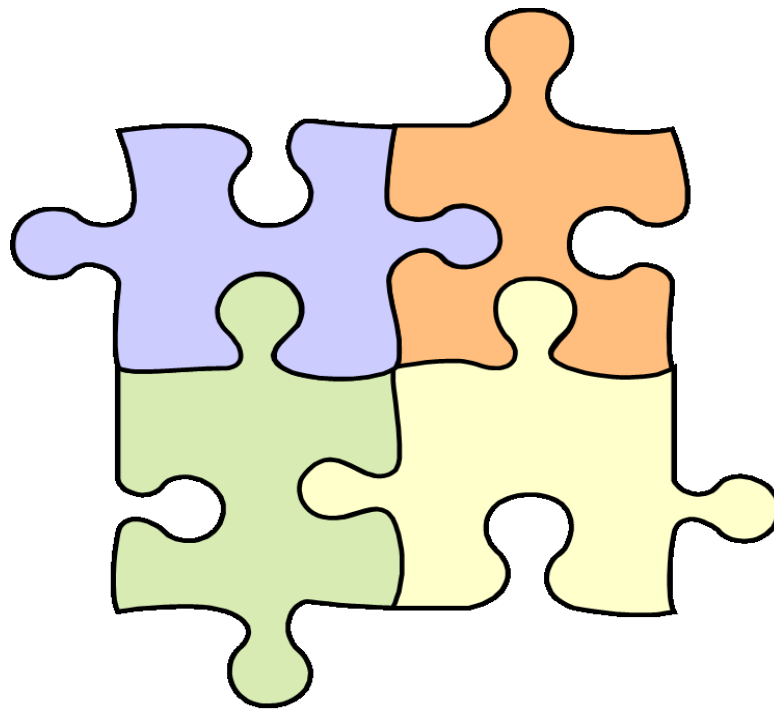
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 (90

Youth 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)
 15

Youth 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	80	20	100	0	0	47	20	33	0	0	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	14	14	60	33	20	93	13	0	0	0
State Avg	5	2	50	8	6	94	14	1	2	6

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	15
Units of Service	0	0	594
Avg Hours Per Client	0.0	0.0	39.6
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												28.7
61 Completed Court Commitment												31.0
62 Left ACA/ 90 Days										1	100.0	5.7
63 Moved												6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	2	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
 MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Youth Drug
 Court
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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)								
<u>Long-Term Outcomes (CY01 Clients)</u>		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles Bottom Middle 2 Top
Tenure	DUI Convictions Free Incarceration Free							
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge		
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge		

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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*.

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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 receive 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.

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.

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)

Youth 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)
 13

Youth 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	100	0	0	92	8	0	0	0	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	46	15	8	100	8	0	0	0
State Avg	5	2	50	8	6	94	14	1	2	6

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	0	13
Units of Service	0	0	1,106
Avg Hours Per Client	0.0	0.0	85.0
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										3	42.9	28.7
61 Completed Court Commitment										2	28.6	31.0
62 Left ACA/ 90 Days										1	14.3	5.7
63 Moved										1	14.3	6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	4	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.

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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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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.

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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 NORMAN ALCOHOL INFORMATION CTR (906)

Youth Drug
 Court
 Clients

Indicators								
<u>Short-Term Outcomes (FY04 Clients)</u>		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	50.9 27.3	66.7 33.3	↑ ↑	2 1	3 3	4 of 7 3 of 5	☹️ ☹️

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

Consumer Survey (FY04 Clients)								
<u>Consumer Survey (FY04 Clients)</u>		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	☹️ = 2	☹️ = 0	

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - 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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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 receive 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.

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.

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:

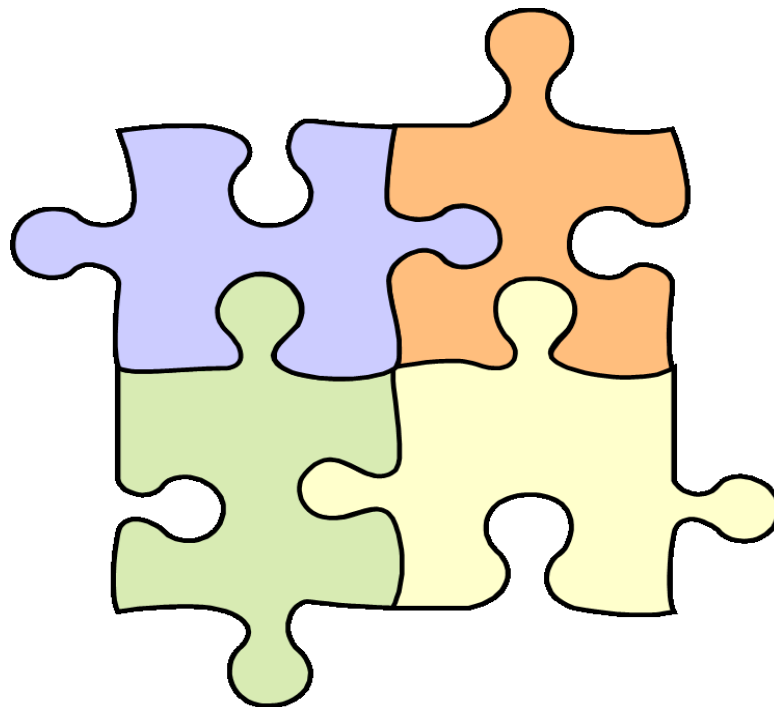
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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
 N.E. OK COUNCIL ON ALCOHOLISM (907)

Clients Admitted and Served
 at the Agency (FY04)
 1

Youth 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	100	0	0	100	0	0	0	0	0	0
State Avg	75	25	100	0	0	81	4	9	0	4	4	0

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	0	100	0	0	0	0
State Avg	5	2	50	8	6	94	14	1	2	6

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	1
Units of Service	0	0	3
Avg Hours Per Client	0.0	0.0	3.0
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												28.7
61 Completed Court Commitment												31.0
62 Left ACA/ 90 Days										1	100.0	5.7
63 Moved												6.9
64 Transferred												11.5
65 Incarcerated												
66 Broke Rules												1.1
67 AWOL												1.1
68 Death												
69 Failed to Begin Treatment												8.0
70 Treatment Incompatibility												5.75
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
 N.E. OK COUNCIL ON ALCOHOLISM (907)

Youth Drug
 Court
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	50.9	0.0	↓	0	1	7 of 7			⊖
	Planned Discharges	27.3	0.0	↓	0	1	5 of 5			⊖
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	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	↑ = 0	Quartiles			Bottom	Middle 2	Top	
							⊖ = 2	⊖ = 0	⊕ = 0	

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 receive 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.

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.

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:

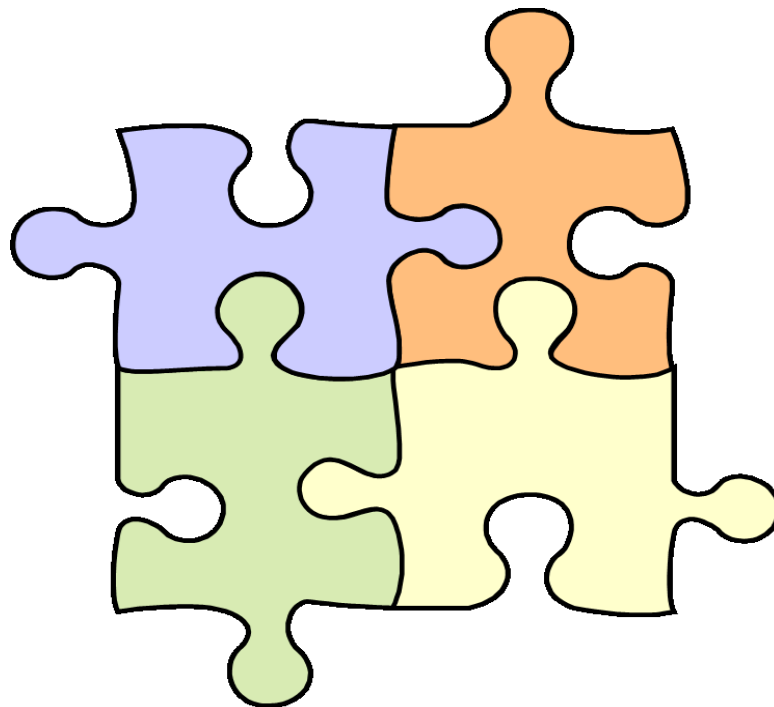
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 5

Youth
 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	60	40	100	0	0	60	0	0	0	40	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	20	20	0	60	0	0	0	0
State Avg	21	14	35	10	5	70	5	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	0	5
Units of Service	0	0	8
Avg Hours Per Client	0.0	0.0	1.6
Avg Daily Census	0	0	0

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												
Clients Not Seen Within 90 Days												
		<u>Count</u>	<u>Percent</u>									
		1	20.0									

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)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	11.1	0.0	↓	0	4	2 of 2	⊖		
	Planned Discharges	11.1	0.0	↓	0	4	2 of 2	⊖		
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	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	↑ = 0		Quartiles	Bottom	Middle 2	Top			
					⊖ = 2	⊖ = 0	⊕ = 0			

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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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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.

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.

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.

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.

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:

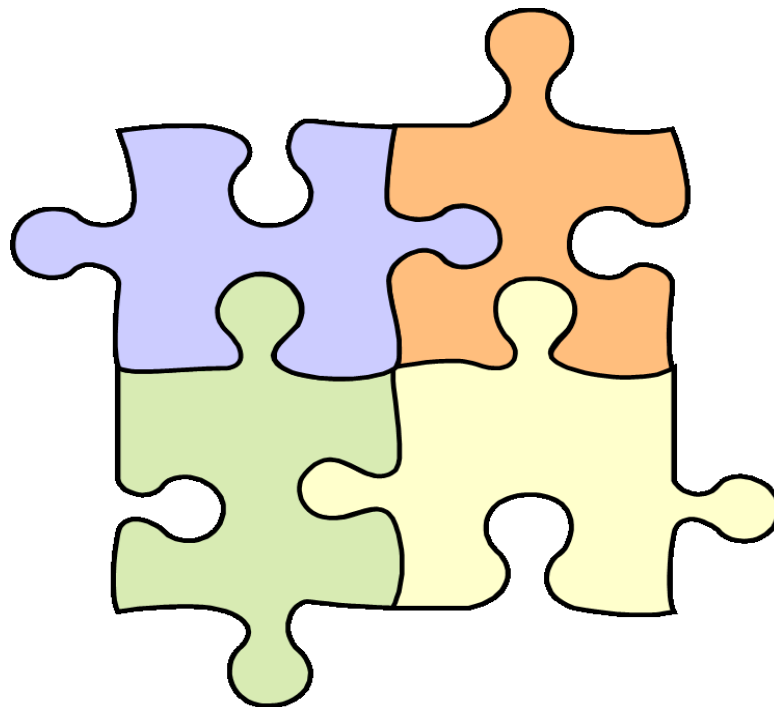
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 2

Youth
 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	50	50	100	0	0	100	0	0	0	0	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	0	0	0	0	0
State Avg	21	14	35	10	5	70	5	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	0	2
Units of Service	0	0	32
Avg Hours Per Client	0.0	0.0	15.8
Avg Daily Census	0	0	0

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	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
 RIVERSIDE COUNSELING (476)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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 in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

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 receive 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.

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.

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)

Youth 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)
 1

Youth
 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	100	0	0	100	0	0	0	0	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	100	0	0	100	0	0	0	0
State Avg	21	14	35	10	5	70	5	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	0	1
Units of Service	0	0	12
Avg Hours Per Client	0.0	0.0	12.0
Avg Daily Census	0	0	0

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	1	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.

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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
 NEW HOPE OF MANGUM (643)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	11.1 11.1	0.0 0.0	↓ ↓	0 0	1 1	2 of 2 2 of 2	⊖ ⊖		

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

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	↑ = 0	Quartiles			Bottom	Middle 2	Top		
						⊖ = 2	⊖ = 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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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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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 receive 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.

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.

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:

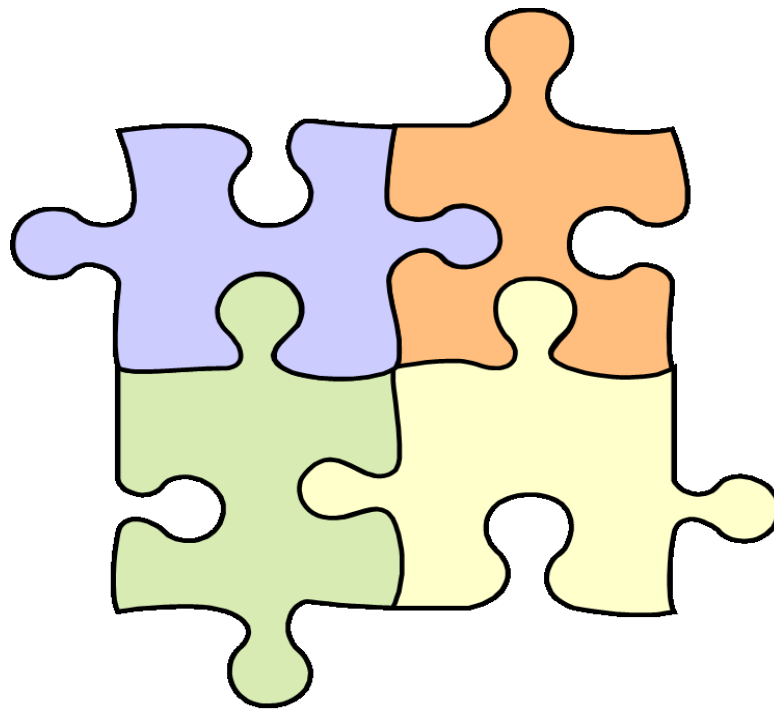
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 1

Youth
 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	100	0	0	0	0	100	0	0	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	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	0	0	0
State Avg	21	14	35	10	5	70	5	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	0	1
Units of Service	0	0	2
Avg Hours Per Client	0.0	0.0	2.0
Avg Daily Census	0	0	0

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	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
 NORMAN ALCOHOL INFORMATION CTR (906)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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 in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

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:
 - 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;
 - the service was received at a state-operated facility and had a substance abuse service focus code (02, 03 or 09), or;
 - 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;
 - the service was received under contract source (50) with a substance abuse service focus code of (02, 03, 09 or 06), or;
 - 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 receive 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.

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.

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:

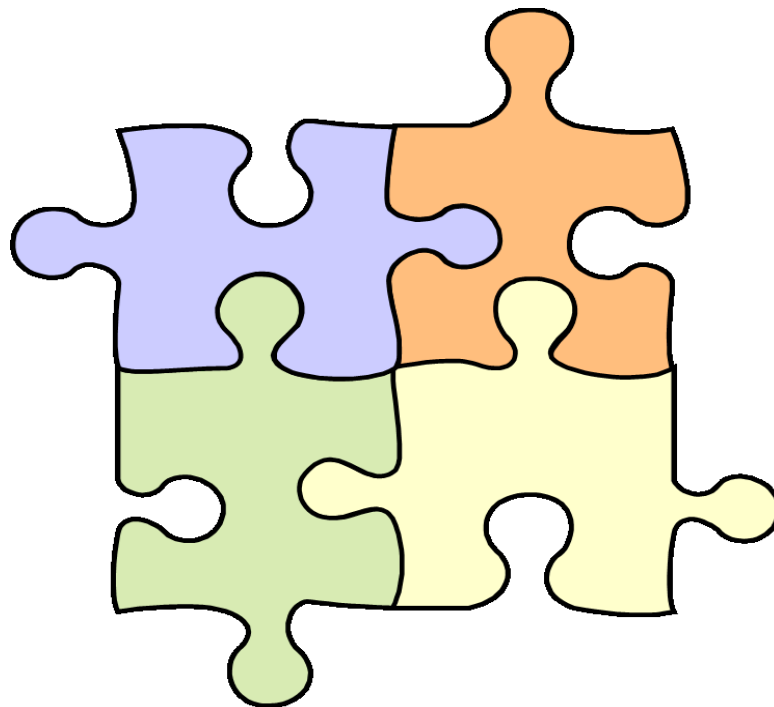
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 1

Youth
 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	100	0	0	100	0	0	0	0	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	0	0	100	100	0	0	0	0
State Avg	21	14	35	10	5	70	5	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	0	1
Units of Service	0	0	11
Avg Hours Per Client	0.0	0.0	10.8
Avg Daily Census	0	0	0

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	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
 DRUG RECOVERY, INC. (910)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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 in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions Incarceration Clients With Wages Median Wages				% in Year before Discharge	% in Year following Discharge				

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:

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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:

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 receive 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.

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.

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:

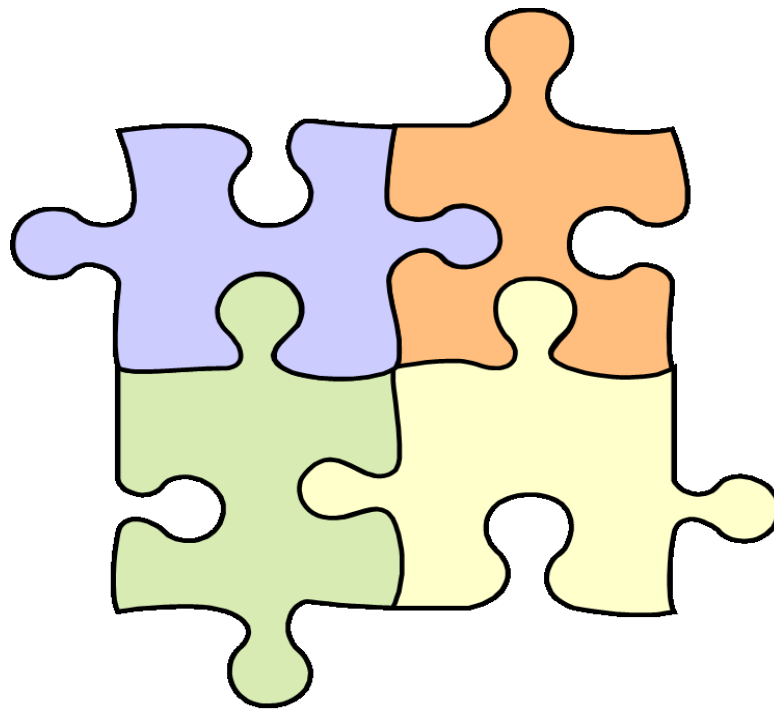
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

Youth 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)
 3

Youth
 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	100	0	0	67	0	0	0	0	33	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33	33	33	33	0	67	0	33	0	0
State Avg	21	14	35	10	5	70	5	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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	3
Units of Service	0	0	67
Avg Hours Per Client	0.0	0.0	22.4
Avg Daily Census	0	0	0

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										1	50.0	53.3
63 Moved												
64 Transferred												6.7
65 Incarcerated												
66 Broke Rules												
67 AWOL										1	50.0	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	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.

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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.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report prepared March 2005
 PEOPLE INCORPORATED (933)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	11.1	0.0	↓	0	1	2 of 2	⊖		
	Planned Discharges	11.1	0.0	↓	0	1	2 of 2	⊖		
	Employment									
	Initiation of Treatment									
	Engagement in Treatment									

Long-Term Outcomes (CY01 Clients)		State Average (%)	Agency Score (%)	Comparing Score to State Avg	# With in Year before Discharge	# Without in Year following Discharge	Rank	Quartiles		
Tenure								Bottom	Middle 2	Top
	DUI Convictions Free									
	Incarceration Free									
Post Discharge	Survival				# Clients receiving Treatment	# Survivors in Year after Discharge				
Difference Between Post & Pre Treatment	DUI Convictions				% in Year before Discharge	% in Year following Discharge				
	Incarceration									
	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	↑ = 0		Quartiles	Bottom	Middle 2	Top			
					⊖ = 2	⊖ = 0	⊕ = 0			

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.

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 receive 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.

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.

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)

Youth 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)
 7

Youth
 TANF/ CW
 Clients

Descriptive Statistics (FY04 Clients)

	<u>Sex (%)</u>		<u>Age (%)</u>			<u>Race (%)</u>						<u>Homeless (%)</u>
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	Multirace	
Agency	29	71	100	0	0	86	0	14	0	0	0	0
State Avg	30	70	100	0	0	75	0	10	0	10	5	2

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0	0	29	0	0	100	0	0	14	0
State Avg	21	14	35	10	5	70	5	9	3	5

<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY04</u>
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

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	7
Units of Service	0	0	36
Avg Hours Per Client	0.0	0.0	5.1
Avg Daily Census	0	0	0

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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												

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	1	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
 GATEWAY TO PREVENTION/RECOVERY (934)

Youth
 TANF/ CW
 Clients

Indicators		State Average	Agency Score	Comparing Score to State Avg	Agency Numerator	Agency Denominator	Rank	Quartiles		
Short-Term Outcomes (FY04 Clients)								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	11.1	33.3	↑	1	3	1 of 2			☺
		11.1	33.3	↑	1	3	1 of 2			☺

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

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:
 - 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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