

# Substance Abuse Provider Performance Management Report (PPMR) Twelve & Twelve (640)

Printed Date: 2/5/2008

Data Last Updated on: 02/03/2008

Report Period: 01/01/2007 to 12/31/2007

## Report Description:

The intent of the Substance Abuse Provider Performance Management Report (PPMR) is for providers to quickly identify areas of achievement and areas for improvement. By comparing their score to the state score or their previous year's score, providers are able to determine which outcomes and/or performance measures may need additional work.

The information provided in this report reflects the number of discharges/level of care changes, rather than the number of individuals. For example, if a person is discharged five times during the selected time period, the number of discharges would be five. To be included in this report, at least one service must be reported after admission. Also, when an episode includes more than one service reported under multiple contract sources, the episode will be counted under each contract source, but will only be counted once under the 'All Contract Sources' or 'All Substance Abuse Contract Sources (PPMR)' report.

## DEFINITIONS:

**All Substance Abuse Contract Sources:** Includes the following contract source codes: 02, 03, 17, 20, 21, 22, 23, 27, 29, 41, 44, 49, 54, 61 and 70.

**Exclusions:** Please see the last page of this report for exclusions.

**State Score:** Total number of episodes across all agencies which resulted in a positive outcome divided by the total number of episodes multiplied by 100.

**Agency Score:** Total number of episodes at this agency which resulted in a positive outcome divided by the total number of episodes multiplied by 100.

**Agency Numerator:** Total number of episodes at this agency which resulted in a positive outcome.

**Agency Denominator:** Total number of episodes at this agency.

**Agency vs State:** If the agency score was equal to or higher than the state score, an up arrow will be shown. Otherwise, there will be a down arrow.

**Rank:** Of all the agencies which have episodes included in this measure, this measure shows where this agency is in order from high to low. Ties are possible.

The number of possible agencies can vary, because some agencies may not have any episodes which meet the criteria for inclusion.

For example, if an agency does not have anyone who is homeless at admission, that agency would be excluded from the Reduction of Homelessness measure.

**Quartiles:** The quartile indicates if the agency's score falls within the top 25% of agencies, the middle 50% of agencies, or the bottom 25% of agencies. If sixteen agencies were included in the measure, four would be in the top, eight would be in the middle, and four would be in the bottom.

**Previous Report Period:** This represents the agency scores for the previous year. If the report was produced for FY06, this part of the report would show the results for FY05.

**Current vs Previous:** If the agency score for the current report period is higher than the previous report period, a 'Thumbs Up' will be shown. Otherwise, a lower score will produce a 'Thumbs Down'.

**Outpatient Initiation:** Individual receives one additional non-crisis service within 14 days of initial service after admission.

**Outpatient Engagement:** Individual receives two additional non-crisis services within 30 days of initiation.

**Community Tenure:** Individual remains in the community and does not readmit to the same level of care.

## Notes:

Data for this report are only updated by ODMHSAS staff at intervals. If the "Data Last Updated on:" is more than two weeks past, please contact Mark A. Reynolds at [mreynolds@odmhsas.org](mailto:mreynolds@odmhsas.org) or (405) 522-3824.

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## Frequently Asked Questions (FAQs)

### **Why is the number of agencies listed in my "Comparison of All Agencies Report" different than the number of agencies listed in the ranking portion of this report?**

Agencies which have a denominator of 5 or less are excluded.

### **Why don't I see reports for contract source 30 (non-DMHSAS funded) and contract source 50 (Medicaid) services in the report?**

Because of the complexity of determining if these are substance abuse or mental health services, the individual reports are not included in the PPMR, but are included in other reports. Their services are included as part of the PPMR if they are provided at an agency whose primary contract with DMHSAS is substance abuse. This is true for all of the individual reports.

### **Is age based on admission, discharge, or something else?**

Age is based on individual's age at admission.

### **Why can't I select the time period I want, rather than the time periods you select? For example, I just want the report for the last six months.**

Each time we create a new report, we have to create the report for every agency. The process takes about 1 hour to create the new report. If you would like a report for a time period we do not already have, please contact Mark A. Reynolds at [mreynolds@odmhsas.org](mailto:mreynolds@odmhsas.org) or (405) 522-3824.

### **I thought you were going to do the NIATx measures? (NIATx stands for Network for the Improvement of Addiction Treatment).**

These reports are in the process of being developed. Here are the measures:

Reduce Wait-times

First Contact to Assessment

Assessment to Admission

First Contact to First Treatment Service

Assessment to First Treatment Service

Reduce No-Shows

Percent of Contacts that become Assessments

Increase Admissions

Percent of Assessments that become Admissions

Increase Continuation

Percent with First Treatment that continue to Fourth Treatment (similar to Washington Circle's Outpatient Engagement Measure)

More information can be found at <http://www.niatx.net>.

### **I could use a little more explanation about this and other reports. Can someone help me?**

Absolutely. The first option would be to request an onsite visit from the Data Integrity Review Team (DIRT). A large portion of their visit is instruction on how to use this report and others available in ICIS. You can contact the project coordinator, Martha Moore at (405) 522-3818 or [mmoore@odmhsas.org](mailto:mmoore@odmhsas.org). The second option would be to schedule a phone conference with Mark A. Reynolds at [mreynolds@odmhsas.org](mailto:mreynolds@odmhsas.org) or (405) 522-3824.

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (02) Alcohol/Drug Contract

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)						Previous Time Period (01/01/2006 to 12/31/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
<b>Detox</b>	Increased Level of Functioning (1 Point)	87.9	86.5	320	370	↓	2 of 5		☹		86.2	520	603	👍
	Increased Level of Functioning (5 Points)	75.6	64.1	237	370	↓	4 of 5		☹		75.1	453	603	👍
<b>Residential</b>	Increased Level of Functioning (1 Point)	69.5	85.5	218	255	↑	2 of 17			☺	81.1	231	285	👍
	Increased Level of Functioning (5 Points)	58.6	81.2	207	255	↑	1 of 17			☺	75.1	214	285	👍
	Reduction in Homelessness	56.4	30.6	11	36	↓	5 of 7		☹		14.7	5	34	👍
	Reduction in Number of Arrest	61.7	57.9	22	38	↓	9 of 14		☹		15.9	7	44	👍
	Reduction in Substance Use	45.0	81.9	186	227	↑	2 of 17			☺	17.7	47	266	👍
	Reduction in Unemployment	5.1	13.9	24	173	↑	2 of 17			☺	4.3	8	188	👍
<b>Halfway</b>	Increased Level of Functioning (1 Point)	68.8	72.6	111	153	↑	1 of 5			☺	60.2	130	216	👍
	Increased Level of Functioning (5 Points)	47.7	46.4	71	153	↓	4 of 5		☹		38.9	84	216	👍
	Reduction in Homelessness	62.2	51.9	14	27	↓	1 of 1		☹		2.2	1	46	👍
	Reduction in Number of Arrest	75.9	88.9	16	18	↑	1 of 2			☺	10.7	3	28	👍
	Reduction in Substance Use	59.4	92.9	26	28	↑	1 of 3			☺	13.7	24	175	👍
	Reduction in Unemployment	58.6	64.4	58	90	↑	2 of 4		☹		48.9	67	137	👍
<b>Outpatient</b>	Increased Level of Functioning (1 Point)	45.3	29.2	42	144	↓	27 of 37		☹		42.6	95	223	👍
	Increased Level of Functioning (5 Points)	32.9	25.7	37	144	↓	21 of 37		☹		24.2	54	223	👍
	Reduction in Homelessness	44.7	0.0	0	6	↓	6 of 6	☹			0.0	0	4	👍
	Reduction in Number of Arrest	50.5	45.5	5	11	↓	8 of 11		☹		0.0	0	16	👍
	Reduction in Substance Use	32.9	25.5	24	94	↓	23 of 33		☹		8.6	11	128	👍
	Reduction in Unemployment	21.5	13.6	9	66	↓	26 of 32	☹			6.4	6	94	👍

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (02) Alcohol/Drug Contract

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)						Previous Time Period (01/01/2006 to 12/31/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Detox	14-Day Follow Up	28.1	46.2	171	370	↑	2 of 5	☹			42.1	253	601	👍
	14-Day Follow Up (Referred)	56.9	86.7	130	150	↑	2 of 5	☹			94.2	162	172	👍
Residential	14-Day Follow Up	27.4	43.9	112	255	↑	2 of 17				45.0	127	282	👍
	14-Day Follow Up (Referred)	44.0	84.8	89	105	↑	2 of 12				97.8	87	89	👍
Outpatient	Outpatient Engagement	53.8	53.5	77	144	↓	20 of 38			☹	48.4	108	223	👍
	Outpatient Initiation	69.7	66.0	95	144	↓	30 of 38	☹			57.8	129	223	👍
<b>Oklahoma Performance Measures (OPMs)</b>														
Detox	Community Tenure (30 Days)	97.1	98.7	365	370	↑	2 of 5	☹			98.8	594	601	👍
	Community Tenure (90 Days)	92.6	93.0	344	370	↑	3 of 5	☹			93.8	564	601	👍
	Planned Discharges	75.5	77.9	289	371	↑	4 of 5	☹			68.3	412	603	👍
Residential	Community Tenure (30 Days)	97.0	98.4	251	255	↑	4 of 17			☺	98.6	278	282	👍
	Community Tenure (90 Days)	94.8	97.7	249	255	↑	2 of 17			☺	96.1	271	282	👍
	Planned Discharges	67.9	74.9	191	255	↑	5 of 17	☹			69.5	198	285	👍
Halfway	Planned Discharges	47.4	45.8	70	153	↓	3 of 5			☹	33.3	72	216	👍
Outpatient	Planned Discharges	41.2	41.0	59	144	↓	22 of 38			☹	49.8	111	223	👍
<b>Data Quality Measure (DQMs)</b>														
All Levels	No Service in 180 Days Discharges	94.3	100.0	678	678	↑	1 of 48			☺	100.0	1,079	1,079	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>				
		↓ = 16		↑ = 19			Bottom ☹ = 3	Middle 2 ☹ = 20	Top ☺ = 12	👎 = 9		👍 = 26		

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (20) Drug Court

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)						Previous Time Period (01/01/2006 to 12/31/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
Outpatient	Increased Level of Functioning (1 Point)	43.8	52.3	58	111	↑	18 of 46	☹			47.6	49	103	👍
	Increased Level of Functioning (5 Points)	35.6	42.3	47	111	↑	17 of 43	☹			34.0	35	103	👍
	Reduction in Substance Use	39.4	52.9	27	51	↑	18 of 35	☹			29.6	24	81	👍
	Reduction in Unemployment	33.5	37.1	13	35	↑	20 of 34	☹			14.3	6	42	👍
<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Outpatient	Outpatient Engagement	72.0	91.0	101	111	↑	6 of 48	☺			82.7	86	104	👍
	Outpatient Initiation	80.5	94.6	105	111	↑	5 of 48	☺			92.3	96	104	👍
<b>Oklahoma Performance Measures (OPMs)</b>														
Outpatient	Planned Discharges	43.1	35.1	39	111	↓	28 of 44	☹			26.9	28	104	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>				
		↓ = 1		↑ = 6			Bottom ☹ = 0	Middle 2 ☺ = 5	Top ☺ = 2	👎 = 0		👍 = 7		

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (21) Alcohol/Drug Specialized Programs

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)						Previous Time Period (01/01/2006 to 12/31/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
Residential	Increased Level of Functioning (1 Point)	91.3	91.3	157	172	↑	1 of 1	☹			78.5	113	144	👍
	Increased Level of Functioning (5 Points)	87.2	87.2	150	172	↑	1 of 1	☹			66.0	95	144	👍
	Reduction in Homelessness	26.9	26.9	7	26	↑	1 of 1	☹			20.0	4	20	👍
	Reduction in Number of Arrest	53.1	53.1	17	32	↑	1 of 1	☹			28.6	4	14	👍
	Reduction in Substance Use	88.6	88.6	132	149	↑	1 of 1	☹			24.8	33	133	👍
	Reduction in Unemployment	14.8	14.8	19	128	↑	1 of 1	☹			3.0	3	101	👍
Halfway	Increased Level of Functioning (1 Point)	72.7	72.7	85	117	↑	1 of 1	☹			43.2	19	44	👍
	Increased Level of Functioning (5 Points)	48.7	48.7	57	117	↑	1 of 1	☹			34.1	15	44	👍
	Reduction in Homelessness	37.5	37.5	9	24	↑	1 of 1	☹			0.0	0	7	👍
	Reduction in Number of Arrest	50.0	50.0	3	6	↑	1 of 1	☹			0.0	0	2	👍
	Reduction in Substance Use	87.5	87.5	14	16	↑	1 of 1	☹			9.4	3	32	👍
	Reduction in Unemployment	69.3	69.3	52	75	↑	1 of 1	☹			39.3	11	28	👍
<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Residential	14-Day Follow Up	52.6	52.6	90	171	↑	1 of 1	☹			46.5	67	144	👍
	14-Day Follow Up (Referred)	86.9	86.9	73	84	↑	1 of 1	☹			93.9	31	33	👍
<b>Oklahoma Performance Measures (OPMs)</b>														
Residential	Community Tenure (30 Days)	98.8	98.8	169	171	↑	1 of 1	☹			98.6	142	144	👍
	Community Tenure (90 Days)	98.3	98.3	168	171	↑	1 of 1	☹			95.8	138	144	👍
	Planned Discharges	73.8	73.8	127	172	↑	1 of 1	☹			57.6	83	144	👍
Halfway	Planned Discharges	43.6	43.6	51	117	↑	1 of 1	☹			31.8	14	44	👍
<b>Data Quality Measure (DQMs)</b>														
All Levels	No Service in 180 Days Discharges	94.8	100.0	205	205	↑	1 of 2	☺			100.0	159	159	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>				
		↓ = 0		↑ = 19			Bottom ☹ = 0	Middle 2 ☹ = 18	Top ☺ = 1	👎 = 1		👍 = 18		

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: (29) Probation and Parole

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)					Previous Time Period (01/01/2006 to 12/31/2006)							
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
Outpatient	Increased Level of Functioning (1 Point)	43.2	35.7	5	14	↓	12 of 18	☹			34.6	18	52	👍
	Increased Level of Functioning (5 Points)	32.9	28.6	4	14	↓	10 of 18	☹			17.3	9	52	👍
	Reduction in Substance Use	23.8	50.0	4	8	↑	3 of 14			☺	15.0	3	20	👍
<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Outpatient	Outpatient Engagement	40.1	57.1	8	14	↑	5 of 18			☺	30.8	16	52	👍
	Outpatient Initiation	54.4	64.3	9	14	↑	7 of 18			☹	32.7	17	52	👍
<b>Oklahoma Performance Measures (OPMs)</b>														
Outpatient	Planned Discharges	45.7	35.7	5	14	↓	13 of 18			☹	57.7	30	52	👎
<b>Data Quality Measure (DQMs)</b>														
All Levels	No Service in 180 Days Discharges	92.4	100.0	14	14	↑	1 of 18			☺	100.0	52	52	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>				
		↓ = 3		↑ = 4			Bottom ☹ = 0	Middle 2 ☹ = 4	Top ☺ = 3	👎 = 1		👍 = 6		

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: All Substance Abuse Contract Sources

Age Group: Adults (18+)

Time Period: 01/01/2007 to 12/31/2007

Level of Care	Measure	Current Time Period (01/01/2007 to 12/31/2007)						Previous Time Period (01/01/2006 to 12/31/2006)						
		State Score	Agency Score	Agency Numerator	Agency Denominator	Agency vs State	Rank	Quartiles Bottom Middle 2 Top			Agency Score	Agency Numerator	Agency Denominator	Current vs Previous
<b>National Outcome Measures (NOMs) - <a href="http://www.nationaloutcomemeasures.samhsa.gov/">http://www.nationaloutcomemeasures.samhsa.gov/</a></b>														
<b>Detox</b>	Increased Level of Functioning (1 Point)	87.8	86.5	320	370	↓	2 of 5	☹			86.2	520	603	👍
	Increased Level of Functioning (5 Points)	74.9	64.1	237	370	↓	4 of 5	☹			75.1	453	603	👍
<b>Residential</b>	Increased Level of Functioning (1 Point)	70.6	88.3	466	528	↑	1 of 22	☺			81.0	359	443	👍
	Increased Level of Functioning (5 Points)	60.4	85.2	450	528	↑	1 of 22	☺			74.0	328	443	👍
	Reduction in Homelessness	55.2	33.8	24	71	↓	10 of 13	☹			18.0	9	50	👍
	Reduction in Number of Arrest	59.4	51.8	72	139	↓	13 of 17	☹			22.7	15	66	👍
	Reduction in Substance Use	46.1	84.7	381	450	↑	1 of 22	☺			25.5	104	408	👍
	Reduction in Unemployment	5.9	16.9	60	356	↑	1 of 21	☺			2.8	8	283	👍
<b>Halfway</b>	Increased Level of Functioning (1 Point)	68.4	72.4	197	272	↑	2 of 10	☺			57.1	140	245	👍
	Increased Level of Functioning (5 Points)	47.9	47.4	129	272	↓	6 of 10	☹			37.6	92	245	👍
	Reduction in Homelessness	52.9	44.0	22	50	↓	1 of 1	☹			2.0	1	49	👍
	Reduction in Number of Arrest	73.1	74.1	20	27	↑	2 of 3	☹			13.3	4	30	👍
	Reduction in Substance Use	49.4	91.1	41	45	↑	1 of 4	☺			13.0	25	192	👍
	Reduction in Unemployment	54.7	66.7	110	165	↑	2 of 6	☺			48.4	76	157	👍
<b>Outpatient</b>	Increased Level of Functioning (1 Point)	43.9	37.7	95	252	↓	39 of 65	☹			42.9	156	364	👍
	Increased Level of Functioning (5 Points)	33.2	32.1	81	252	↓	33 of 63	☹			25.5	93	364	👍
	Reduction in Homelessness	47.8	25.0	2	8	↓	12 of 14	☹			0.0	0	8	👍
	Reduction in Number of Arrest	54.3	52.9	9	17	↓	15 of 26	☹			3.8	1	26	👍
	Reduction in Substance Use	30.5	34.3	48	140	↑	25 of 56	☹			16.5	36	218	👍
	Reduction in Unemployment	20.7	18.1	17	94	↓	35 of 53	☹			7.7	12	155	👍

# Substance Abuse Provider Performance Management Report (PPMR)

Agency: (640) Twelve & Twelve

Contract Source: All Substance Abuse Contract Sources

Age Group: Adults (18+)

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<b>Washington Circle Measures - <a href="http://www.washingtoncircle.org">http://www.washingtoncircle.org</a></b>														
Detox	14-Day Follow Up	28.8	46.2	171	370	↑	2 of 5	☹			42.1	253	601	👍
	14-Day Follow Up (Referred)	58.4	86.7	130	150	↑	2 of 5	☹			94.2	162	172	👍
Residential	14-Day Follow Up	33.1	57.6	303	526	↑	1 of 22	☺			47.6	209	439	👍
	14-Day Follow Up (Referred)	52.0	89.5	196	219	↑	3 of 17	☺			97.6	123	126	👍
Outpatient	Outpatient Engagement	56.9	67.9	171	252	↑	22 of 68	☹			54.2	198	365	👍
	Outpatient Initiation	69.3	76.2	192	252	↑	30 of 69	☹			62.7	229	365	👍
<b>Oklahoma Performance Measures (OPMs)</b>														
Detox	Community Tenure (30 Days)	97.2	98.7	365	370	↑	2 of 5	☹			98.8	594	601	👍
	Community Tenure (90 Days)	92.6	93.0	344	370	↑	3 of 5	☹			93.8	564	601	👍
	Planned Discharges	75.7	77.9	289	371	↑	4 of 5	☹			68.3	412	603	👍
Residential	Community Tenure (30 Days)	97.1	98.5	518	526	↑	5 of 22	☺			98.4	432	439	👍
	Community Tenure (90 Days)	94.9	97.5	513	526	↑	2 of 22	☺			95.9	421	439	👍
	Planned Discharges	67.1	78.2	413	528	↑	5 of 22	☺			67.7	300	443	👍
Halfway	Planned Discharges	47.7	44.1	120	272	↓	7 of 10	☹			32.2	79	245	👍
Outpatient	Planned Discharges	43.0	37.3	94	252	↓	41 of 65	☹			45.2	165	365	👍
<b>Data Quality Measure (DQMs)</b>														
All Levels	No Service in 180 Days Discharges	92.7	100.0	1,055	1,055	↑	1 of 82	☺			100.0	1,365	1,365	👍
<b>Indicator Summary</b>		<b>Agency Compared to the State</b>					<b>Rank/Quartile</b>			<b>Agency Compared to Previous Period</b>				
		↓ = 13		↑ = 22			Bottom ☹ = 2	Middle 2 ☺ = 20	Top ☺ = 13	👎 = 7		👍 = 28		