

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

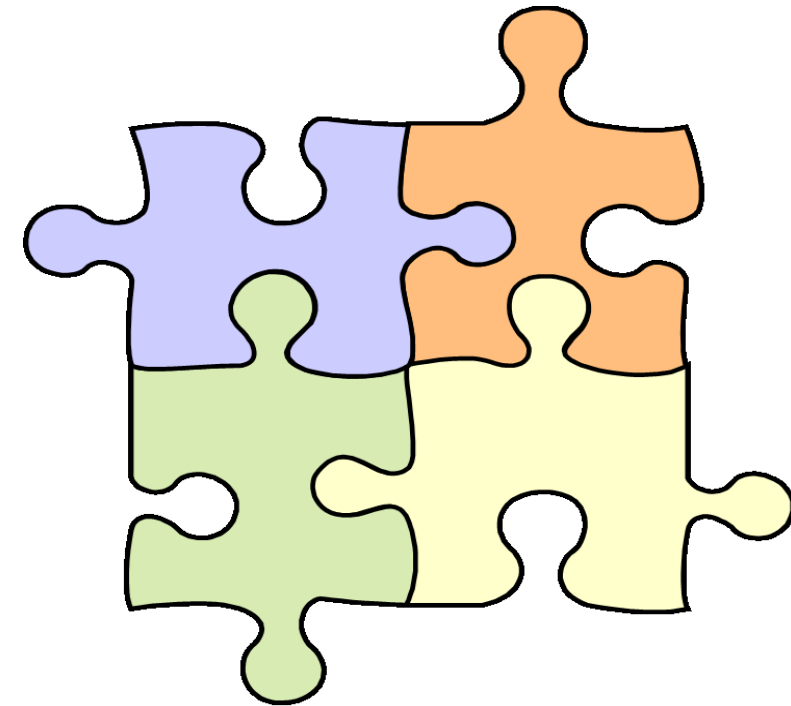
Consumer Survey Notes:

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 AL/DRUG TREATMENT CTR (102)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN AL/DRUG TREATMENT CTR (102)

Clients Admitted and Served at the Agency (CY02)
690

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	21	68	71	16	9	0	3	17.1
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	39.3	28.3	83	35	37	57	23	1.0	0.1	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 672	Clients 27	Clients 0
Units of Service 0	Units of Service 17,720	Units of Service 1,786	Units of Service 0
Avg Hours Per Client 0.0	Avg Days Per Client 26.4	Avg Days Per Client 66.1	Avg Hours Per Client 0.0
Avg Daily Census 0	Avg Daily Census 49	Avg Daily Census 5	Avg Daily Census 0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	483	71.6	65.7	12	44.4	35.5			37.6
61 Completed Court Commitment			0.1	6	0.9	2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	2	0.3	7.3	2	7.4	12.1			23.8
63 Moved			0.2			0.5	3	11.1	9.1			3.2
64 Transferred			3.7	5	0.7	2.7			7.6			5.6
65 Incarcerated			0.2			0.1	1	3.7	1.1			3.1
66 Broke Rules			2.1	4	0.6	8.8	4	14.8	19.7			4.9
67 AWOL			18.6	173	25.6	11.3	5	18.5	11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	2	0.3	1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN AL/DRUG TREATMENT CTR (102)

Indicator Summary Number of Positive Results =13 Number of Results Needing Improvement =9

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	9	670	1.3	☺
	Readmissions within 90 days	6	3.5	15	670	2.2	☺
	Level of Functioning Improvement	80	74.4	425	619	68.7	☹
	Planned Discharges	85	74.0	439	619	70.9	☹
	14-Day Followup	35	27.4	76	322	23.6	☹
	Initiation of Treatment		98.9	429	433	99.1	☺
	Engagement in Treatment		12.2	28	433	6.5	☹
Halfway	Level of Functioning Improvement	80	69.3	11	25	44.0	☹
	Planned Discharges	90	34.6	12	26	46.2	☹
	Employment	80	48.6	21	24	87.5	☺
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.8	117	9	7.7	☹
	Incarceration	13.0	27	5	18.5	☹
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	1.0	667	7	1.0	☺

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	17.54%	4.80%	-12.74%	☺
	Incarceration	-1.38%	4.05%	7.05%	3.00%	☹
	Median Wages	\$376.90	\$1,496.70	\$1,920.00	\$423.30	☺
	Clients With Wages	-2.49%	58.92%	56.82%	-2.10%	☺

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction	91.9	221	232	95.3	☺
	Favorable Outcomes	94.8	227	228	99.6	☺
	Service Quality	93.0	202	211	95.7	☺
	Favorable Time to First Service	92.4	216	231	93.5	☺
	Convenient Time	92.3	218	230	94.8	☺

Please See The Indicator Notes On The Next Page

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 - 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*.

TANF 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).

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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Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

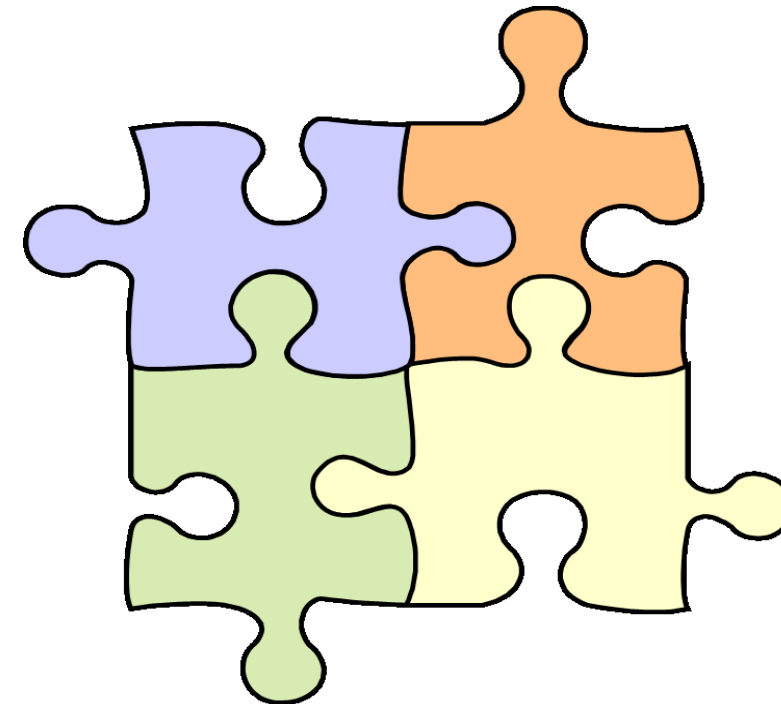
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

VINITA AL/DG TREATMENT CTR (205)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
VINITA AL/DG TREATMENT CTR (205)

Clients Admitted and Served at the Agency (CY02)
331

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	0	31	63	65	13	8	0	1	12.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	40.1	27.4	82	51	19	66	22	0.6	0.9	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
3	0	2	1	1	7	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 329	Clients 2
Units of Service	0	Units of Service 9,718	Units of Service 169
Avg Hours Per Client	0.0	Avg Days Per Client 29.5	Avg Hours Per Client 84.3
Avg Daily Census	0	Avg Daily Census 27	Avg Daily Census 0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	286	85.6	65.7			35.5	2	100.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	10	3.0	7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7	6	1.8	2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	18	5.4	8.8			19.7			4.9
67 AWOL			18.6	6	1.8	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	8	2.4	1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
VINITA AL/DG TREATMENT CTR (205)

All Clients

Indicator Summary Number of Positive Results =13 Number of Results Needing Improvement =6

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	5	321	1.6	☺
	Readmissions within 90 days	6	3.5	12	321	3.7	☺
	Level of Functioning Improvement	80	74.4	282	294	95.9	☺
	Planned Discharges	85	74.0	259	294	88.1	☺
	14-Day Followup	35	27.4	28	78	35.9	☺
	Initiation of Treatment		98.9	191	191	100.0	☺
	Engagement in Treatment		12.2	28	191	14.7	☺
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.8	33	2	6.1	☺
	Incarceration	13.0	21	6	28.6	☹
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	1.0	253	3	1.2	☹

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	13.04%	5.93%	-7.11%	☹
	Incarceration	-1.38%	8.30%	10.67%	2.37%	☹
	Median Wages	\$376.90	\$1,478.20	\$1,955.70	\$477.60	☺
	Clients With Wages	-2.49%	63.64%	58.89%	-4.74%	☹

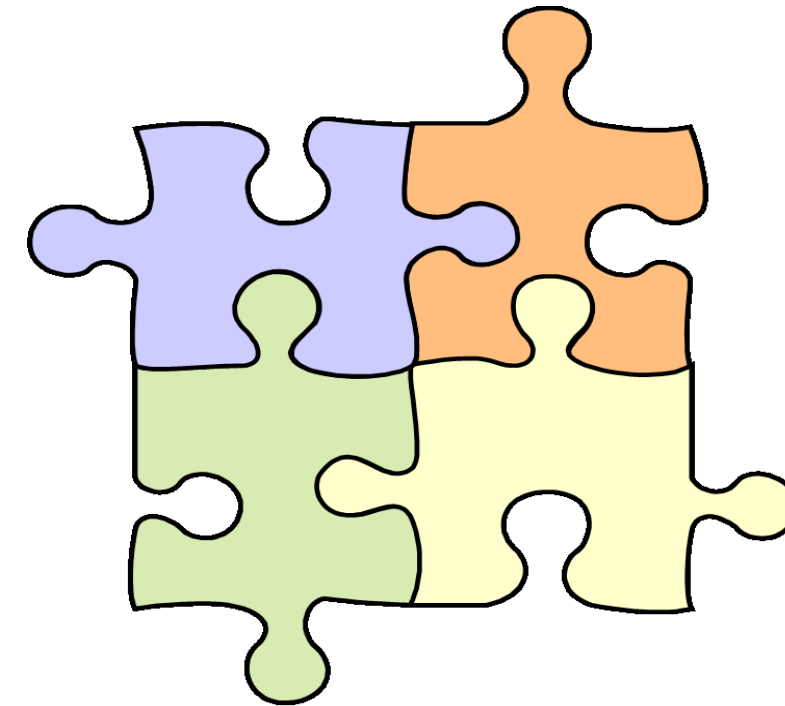
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction	91.9	72	74	97.3	☺
	Favorable Outcomes	94.8	74	74	100.0	☺
	Service Quality	93.0	70	71	98.6	☺
	Favorable Time to First Service	92.4	68	74	91.9	☹
	Convenient Time	92.3	70	74	94.6	☺

Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

THE LASTSTOP (214)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
THE LASTSTOP (214)

Clients Admitted and Served at the Agency (CY02)
232

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	14	67	59	17	14	0	1	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	36.2	28.0	77	31	13	59	15	0.0	100.0	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	3	2	3	1	0	9	2	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	232
Units of Service	0	0	30,853
Avg Hours Per Client	0.0	0.0	133.0
Avg Daily Census	0	0	85

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	186	80.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7	14	6.0	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	11	4.7	3.1
66 Broke Rules			2.1			8.8			19.7	21	9.1	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE LASTSTOP (214)

All Clients

Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	91	120	75.8	☺
	Planned Discharges	35	45.9	95	127	74.8	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	43	2	4.7	☺	
	Incarceration	13.0	93	2	2.2	☺	
Post Discharge	Mortality	1.0	193	1	0.5	☺	
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	22.28%	5.18%	-17.10%	☺	
	Incarceration	-1.38%	48.19%	1.55%	-46.63%	☺	
	Median Wages	\$376.90	\$1,989.10	\$3,111.10	\$1,122.00	☺	
	Clients With Wages	-2.49%	36.79%	48.70%	11.92%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

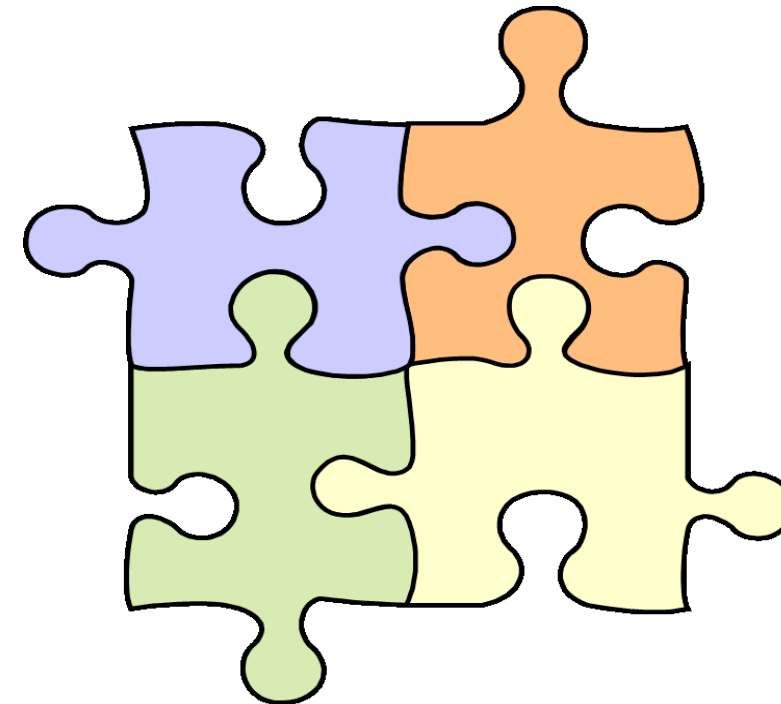
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

Clients Admitted and Served at the Agency (CY02)
40

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	13	65	48	18	3	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	42.5	40.0	55	50	25	68	20	0.0	100.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	0	0	1	1	1	0	0	0	\$52,622.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	40
Units of Service	0	0	5,267
Avg Hours Per Client	0.0	0.0	131.7
Avg Daily Census	0	0	14

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	32	80.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1	8	20.0	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY DEVELOPMENT SUPPORT ASSOCIATION (221)

All Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	4	22	18.2	☹
	Planned Discharges	35	45.9	17	22	77.3	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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"
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TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

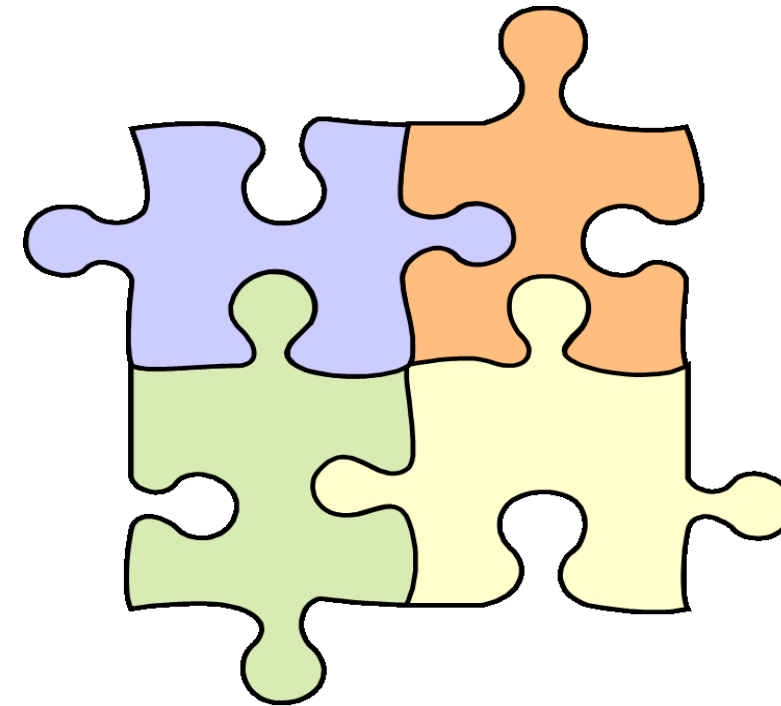
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

Northwest Center for Behavioral Health (301)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
Northwest Center for Behavioral Health (301)

Clients Admitted and Served at the Agency (CY02)
332

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	0	29	60	81	6	9	0	4	6.5
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37.1	27.6	80	43	20	47	6	0.0	0.0	44.5
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	6	3	1	11	1	0	2	0	2	\$120,800.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 332	Clients 2
Units of Service	0	Units of Service 8,400	Units of Service 1
Avg Hours Per Client	0.0	Avg Days Per Client 25.3	Avg Hours Per Client 0.3
Avg Daily Census	0	Avg Daily Census 23	Avg Daily Census 0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	232	81.4	65.7			35.5			37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	45	15.8	7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	7	2.5	8.8			19.7			4.9
67 AWOL			18.6	1	0.4	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	25	7.9

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
Northwest Center for Behavioral Health (301)

All Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =10

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	1	334	0.3	☺
	Readmissions within 90 days	6	3.5	1	334	0.3	☺
	Level of Functioning Improvement	80	74.4	223	311	71.7	☹
	Planned Discharges	85	74.0	261	311	83.9	☹
	14-Day Followup	35	27.4	25	75	33.3	☹
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	3	20	15.0	☹
	Planned Discharges	35	45.9	16	26	61.5	☺
	Employment	20	16.8	1	10	10.0	☹
	Initiation of Treatment		77.6	0	1	0.0	☹
	Engagement in Treatment		62.6	0	1	0.0	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	75	1	1.3	☺	
Incarceration	13.0	6	2	33.3	☹		
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	271	1	0.4	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions		-7.16%	27.68%	5.17%	-22.51%	☺	
Incarceration		-1.38%	2.21%	5.17%	2.95%	☹	
Median Wages		\$376.90	\$2,305.20	\$2,505.10	\$199.90	☹	
Clients With Wages		-2.49%	53.14%	54.24%	1.11%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9	171	181	94.5	☺	
Favorable Outcomes		94.8	215	220	97.7	☺	
Service Quality		93.0	143	144	99.3	☺	
Favorable Time to First Service		92.4	219	226	96.9	☺	
Convenient Time		92.3	222	225	98.7	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
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 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

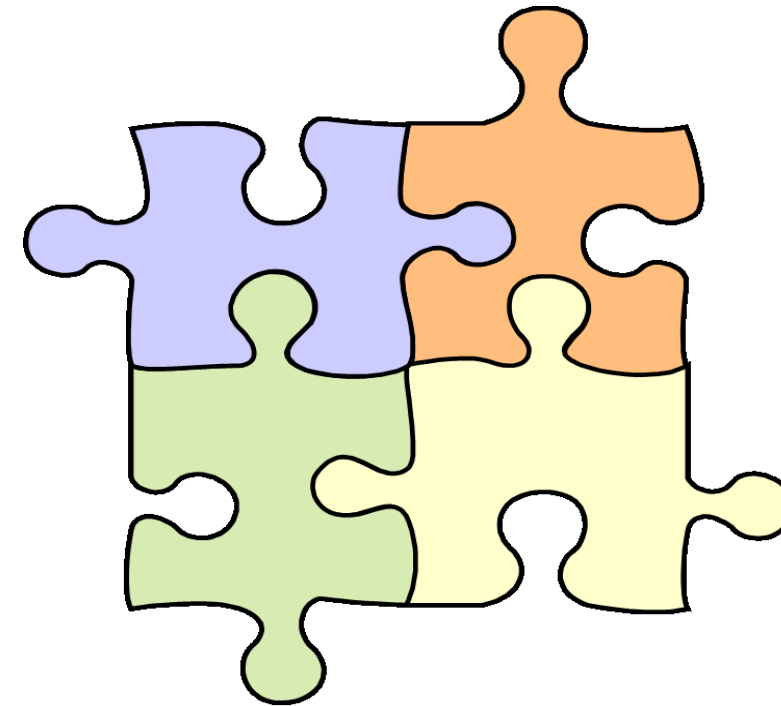
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Oklahoma Department of Mental Health and Substance Abuse Services

SECOND CHANCE CDU (454)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SECOND CHANCE CDU (454)

Clients Admitted and Served at the Agency (CY02)
95

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	74	26	100	0	0	77	4	13	1	1	1.1	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	13.7	10.5	75	33	17	96	16	0.0	0.0	5.3		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	\$658,959.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	91	18
Units of Service	0	7,084	1,180
Avg Hours Per Client	0.0	77.8	65.6
Avg Daily Census	0	19	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	12	16.7	65.7	17	94.4	35.5			37.6
61 Completed Court Commitment			0.1	5	6.9	2.3	1	5.6	2.7			4.5
62 Left ACA/ 90 Days			10.1	14	19.4	7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7	3	4.2	2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	30	41.7	8.8			19.7			4.9
67 AWOL			18.6	7	9.7	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	1	1.4	1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SECOND CHANCE CDU (454)

All Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	1	90	1.1	☺
	Readmissions within 90 days	6	3.5	1	90	1.1	☺
	Level of Functioning Improvement	80	74.4	39	75	52.0	☹
	Planned Discharges	85	74.0	25	75	33.3	☹
	14-Day Followup	35	27.4	14	30	46.7	☺
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80	69.3	14	14	100.0	☺
	Planned Discharges	90	34.6	16	17	94.1	☺
	Employment	80					
	Initiation of Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality	1.0					☺
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages	\$376.90	\$252.30	\$405.90	\$153.60		☹
	Clients With Wages	-2.49%	50.00%	50.00%	0.00%		☺
Consumer Survey (FY02 Clients)	Satisfaction	91.9		1	1	100.0	☺
	Favorable Outcomes	94.8		1	1	100.0	☺
	Service Quality	93.0		1	1	100.0	☺
	Favorable Time to First Service	92.4		1	1	100.0	☺
	Convenient Time	92.3		1	1	100.0	☺

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face 😊 indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

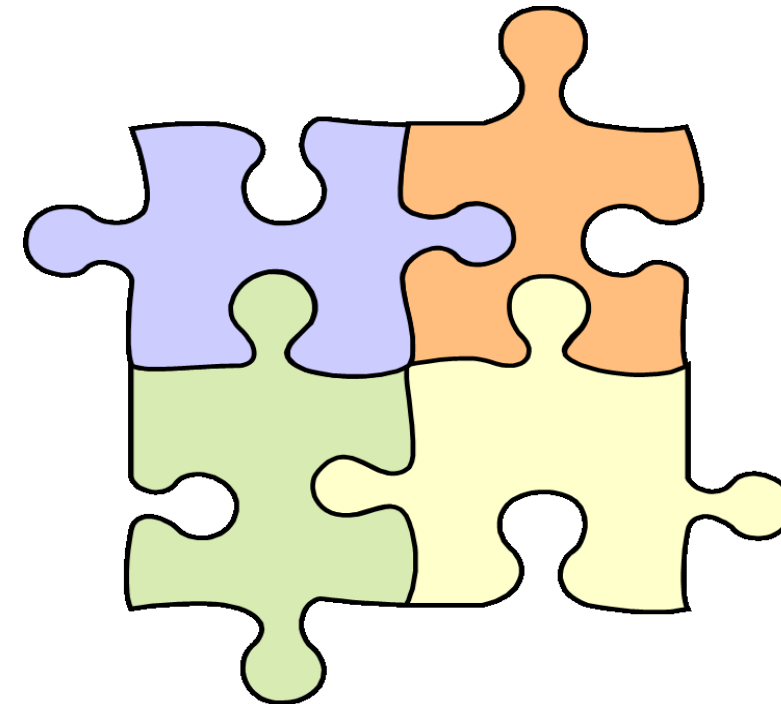
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HUMAN SKILLS & RESOURCES (461)

Clients Admitted and Served at the Agency (CY02)
191

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	1	30	55	80	5	10	0	2	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	8.9	5.2	52	28	6	38	9	0.5	0.0	74.3
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	1	5	13	1	20	6	1	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	191
Units of Service	0	0	9,347
Avg Hours Per Client	0.0	0.0	48.9
Avg Daily Census	0	0	26

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	41	32.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7	15	11.9	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	1	0.8	23.8
63 Moved			0.2			0.5			9.1	1	0.8	3.2
64 Transferred			3.7			2.7			7.6	26	20.6	5.6
65 Incarcerated			0.2			0.1			1.1	8	6.3	3.1
66 Broke Rules			2.1			8.8			19.7	7	5.6	4.9
67 AWOL			18.6			11.3			11.0	27	21.4	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	69	66.3

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HUMAN SKILLS & RESOURCES (461)

All Clients

Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	34	48	70.8	☺
	Planned Discharges	35	45.9	11	49	22.4	☹
	Employment	20	16.8	4	13	30.8	☺
	Initiation of Treatment		77.6	115	130	88.5	☺
	Engagement in Treatment		62.6	103	130	79.2	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality	1.0		# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺
Difference Between Pre & Post Treatment							
Consumer Survey (FY02 Clients)	DUI Convictions						
	Incarceration						
	Median Wages	\$376.90	\$2,572.80	\$0.00	-\$2,572.80		☹
	Clients With Wages	-2.49%	00.00%	0.00%	100.00%		☹
Consumer Survey (FY02 Clients)	Satisfaction	State Average		Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

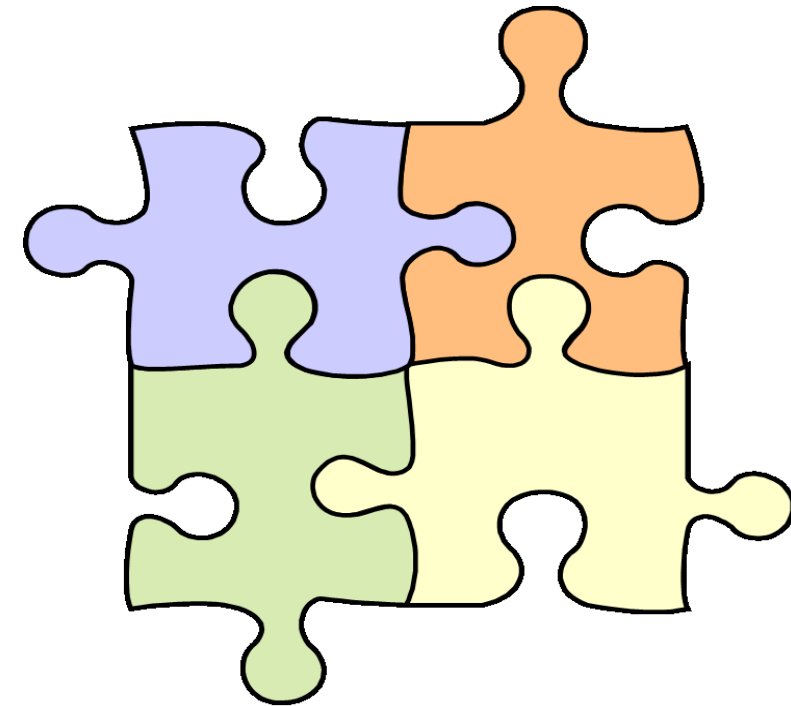
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE COUNTY DRUG COURT, INC. (462)

Clients Admitted and Served at the Agency (CY02)
21

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	81	19	0	38	52	71	10	14	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19.0	9.5	81	24	24	67	0	4.8	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	21
Units of Service	0	0	928
Avg Hours Per Client	0.0	0.0	44.2
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	2	66.7	37.6
61 Completed Court Commitment			0.1			2.3			2.7	1	33.3	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	5	62.5

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE COUNTY DRUG COURT, INC. (462)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std	
Detox	Level of Functioning Improvement	80						
	Planned Discharges	80						
	14-Day Follow-up	25						
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Readmissions within 30 days	2						
	Readmissions within 90 days	6						
	Level of Functioning Improvement	80						
	Planned Discharges	85						
	14-Day Followup	35						
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement	80						
	Planned Discharges	90						
	Employment	80						
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Level of Functioning Improvement	30	48.3	2	2	100.0	☺	
	Planned Discharges	35	45.9	2	3	66.7	☺	
	Employment	20						
	Initiation of Treatment		77.6	11	13	84.6	☺	
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	9	13	69.2	☺	
	Recidivism	DUI Convictions						
		Incarceration						
	Post Discharge	Mortality			# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
					# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment	DUI Convictions							
	Incarceration							
	Median Wages							
	Clients With Wages							
Consumer Survey (FY02 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

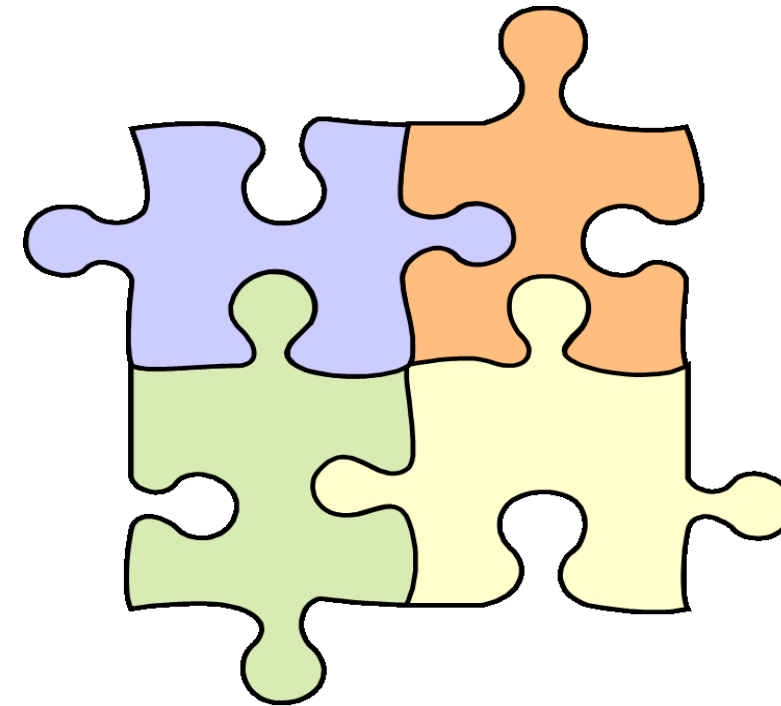
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FOCUS (463)

Clients Admitted and Served at the Agency (CY02)
29
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	52	48	0	34	62	59	0	38	0	0	24.1
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	72.4	72.4	66	97	0	62	0	13.8	96.6	3.4
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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	2	0	0	1	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	29
Units of Service	0	0	786
Avg Hours Per Client	0.0	0.0	27.1
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	7	50.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7	2	14.3	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	1	7.1	3.1
66 Broke Rules			2.1			8.8			19.7	4	28.6	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	5	35.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FOCUS (463)

All Clients
Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std	
Detox	Level of Functioning Improvement	80						
	Planned Discharges	80						
	14-Day Follow-up	25						
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Readmissions within 30 days	2						
	Readmissions within 90 days	6						
	Level of Functioning Improvement	80						
	Planned Discharges	85						
	14-Day Followup	35						
	Initiation of Treatment							
Halfway	Engagement in Treatment							
	Level of Functioning Improvement	80						
	Planned Discharges	90						
	Employment	80						
	Initiation of Treatment							
Outpatient	Engagement in Treatment							
	Level of Functioning Improvement	30	48.3	8	9	88.9	☺	
	Planned Discharges	35	45.9	6	8	75.0	☺	
	Employment	20	16.8	2	4	50.0	☺	
	Initiation of Treatment		77.6	29	32	90.6	☺	
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	25	32	78.1	☺	
	Recidivism	DUI Convictions						
		Incarceration						
	Post Discharge	Mortality			# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
					# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment	DUI Convictions							
	Incarceration							
	Median Wages							
	Clients With Wages							
Consumer Survey (FY02 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

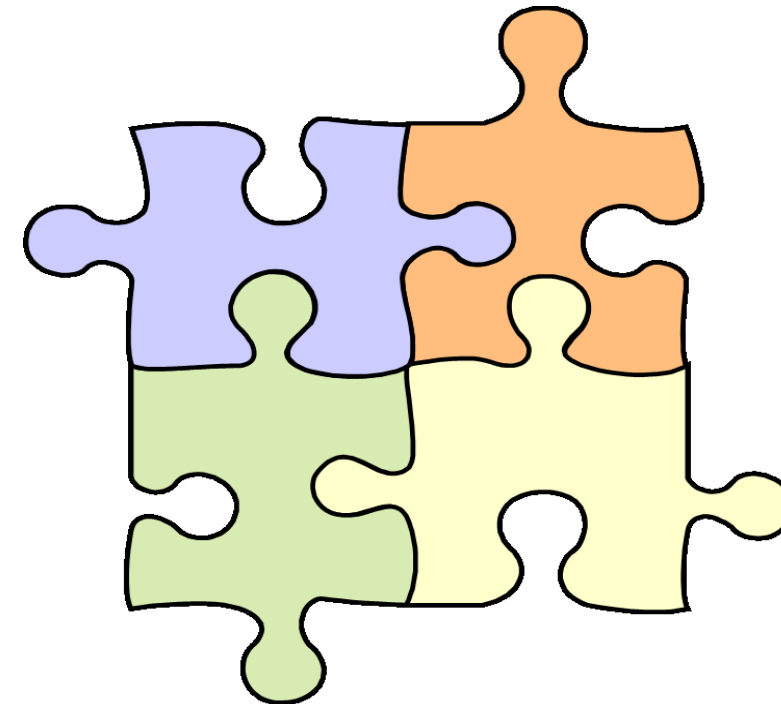
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

SHEKINAH COUNSELING SERVICES (464)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SHEKINAH COUNSELING SERVICES (464)

Clients Admitted and Served at the Agency (CY02)
25

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	16	84	0	44	52	88	4	8	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	32.0	20.0	72	32	4	32	8	4.0	8.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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	25
Units of Service	0	0	145
Avg Hours Per Client	0.0	0.0	5.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	5	25.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	11	55.0	23.8
63 Moved			0.2			0.5			9.1	2	10.0	3.2
64 Transferred			3.7			2.7			7.6	1	5.0	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	1	5.0	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SHEKINAH COUNSELING SERVICES (464)

All Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	30	34	88.2	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	20	34	58.8	☹
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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

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Long-Term Outcome Notes:

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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

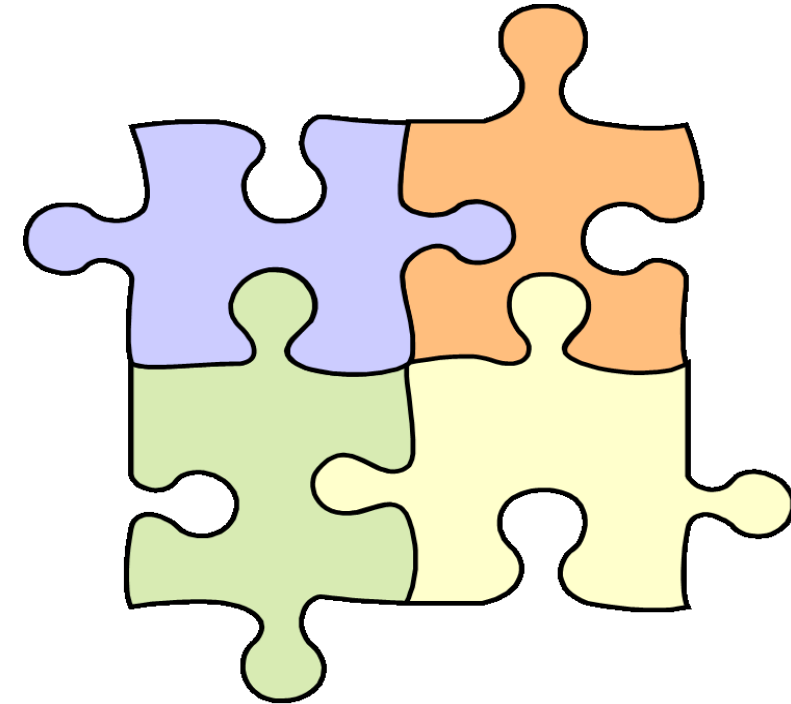
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Clients Admitted and Served at the Agency (CY02)
7

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	86	14	100	0	0	100	0	0	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	0.0	0.0	57	0	14	100	0	0.0	0.0	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
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	1	3	1	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	7
Units of Service	0	0	138
Avg Hours Per Client	0.0	0.0	19.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	2	100.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	1	1	100.0	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	1	1	100.0	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
Post Discharge	Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
Difference Between Pre & Post Treatment	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

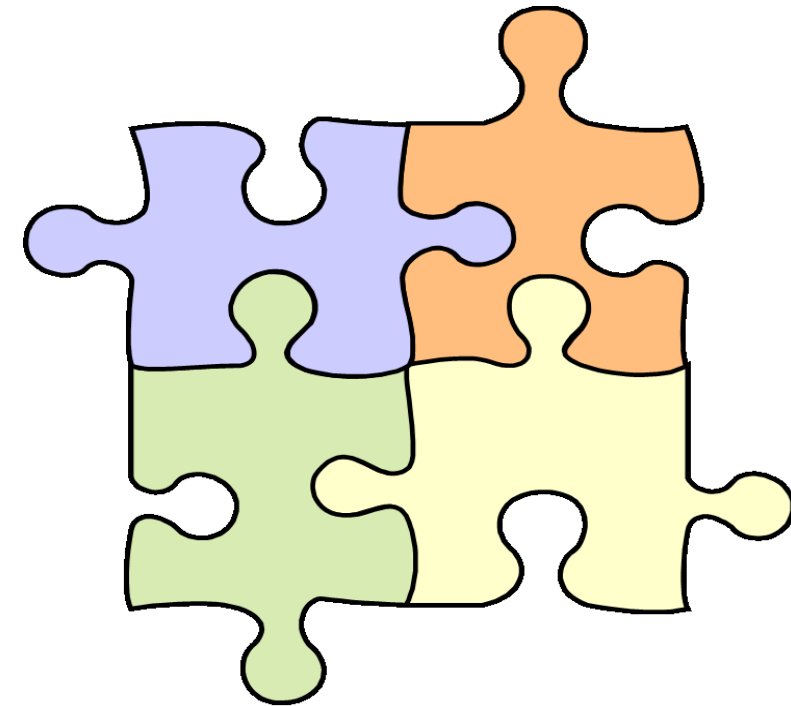
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The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to 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 BROWN SCHOOLS OF OKLAHOMA, INC (470)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Clients Admitted and Served at the Agency (CY02)
61

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	2	98	0	26	72	39	52	7	0	2	4.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	14.8	11.5	61	15	21	69	21	4.9	1.6	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	4	0	5	1	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	61
Units of Service	0	0	3,945
Avg Hours Per Client	0.0	0.0	64.7
Avg Daily Census	0	0	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	48	81.4	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	6	10.2	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	1	1.7	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	4	6.8	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	8	14.5

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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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

All Clients

Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	2	38	5.3	☹
	Planned Discharges	35	45.9	42	47	89.4	☺
	Employment	20	16.8	1	38	2.6	☹
	Initiation of Treatment		77.6	38	47	80.9	☺
	Engagement in Treatment		62.6	36	47	76.6	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

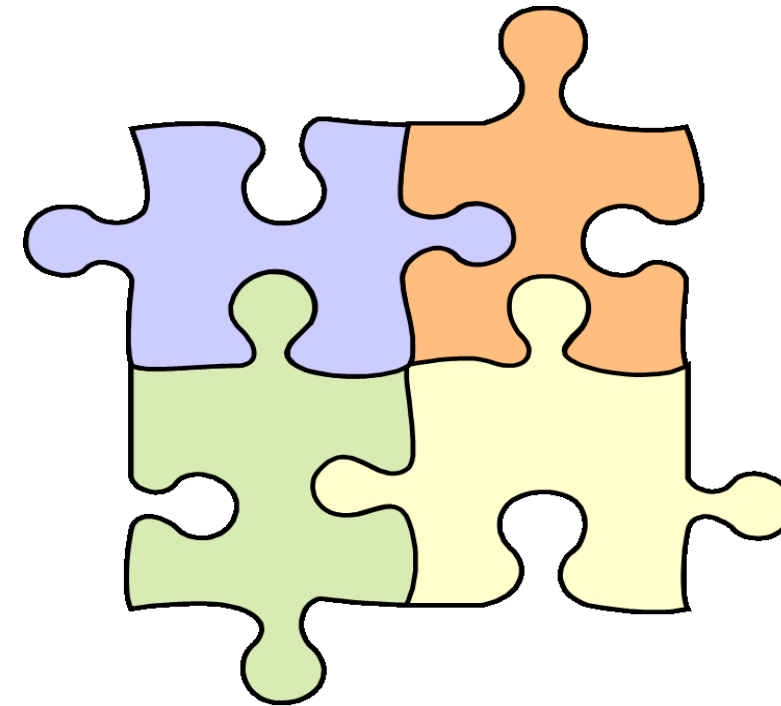
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COUNSELING CENTER OF S.E. OKLAHOMA (471)

**Clients Admitted and Served
at the Agency (CY02)**
217

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	7	93	1	39	57	72	12	9	2	2	2.3
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23.0	11.5	82	29	5	55	24	7.4	2.3	11.1
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
9	0	25	16	1	51	1	1	3	0	27	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	217
Units of Service	0	0	14,058
Avg Hours Per Client	0.0	0.0	64.8
Avg Daily Census	0	0	39

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	17	9.4	37.6
61 Completed Court Commitment			0.1			2.3			2.7	1	0.6	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	54	29.8	23.8
63 Moved			0.2			0.5			9.1	13	7.2	3.2
64 Transferred			3.7			2.7			7.6	22	12.2	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	14	7.7	4.9
67 AWOL			18.6			11.3			11.0	6	3.3	4.9
68 Death			0.0			0.0			0.3	1	0.6	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	53	29.3	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	64	38.3

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COUNSELING CENTER OF S.E. OKLAHOMA (471)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	33	87	37.9	☺
	Planned Discharges	35	45.9	7	91	7.7	☹
	Employment	20	16.8	25	83	30.1	☺
	Initiation of Treatment		77.6	174	213	81.7	☺
	Engagement in Treatment		62.6	138	213	64.8	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment							
	DUI Convictions		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)							
	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

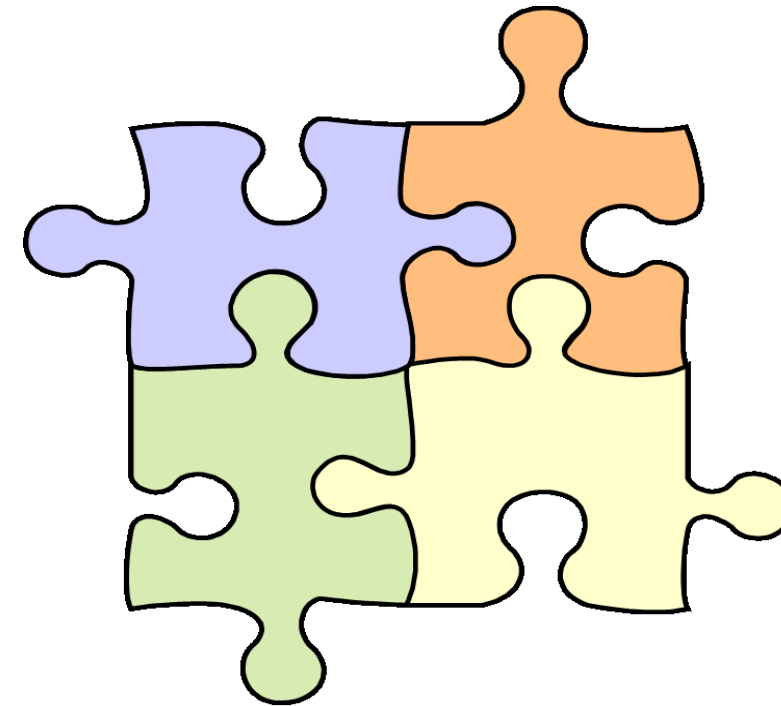
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY CHILDREN'S SHELTER (475)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY CHILDREN'S SHELTER (475)

Clients Admitted and Served at the Agency (CY02)
14

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	36	50	43	21	36	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	21.4	7.1	71	7	36	50	29	21.4	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	14
Units of Service	0	0	588
Avg Hours Per Client	0.0	0.0	42.0
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	7	53.8	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	2	15.4	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	1	7.7	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	1	7.7	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	2	15.4	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	5	35.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY CHILDREN'S SHELTER (475)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	1	11	9.1	☹
	Planned Discharges	35	45.9	7	11	63.6	☺
	Employment	20					
	Initiation of Treatment		77.6	8	9	88.9	☺
	Engagement in Treatment		62.6	5	9	55.6	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

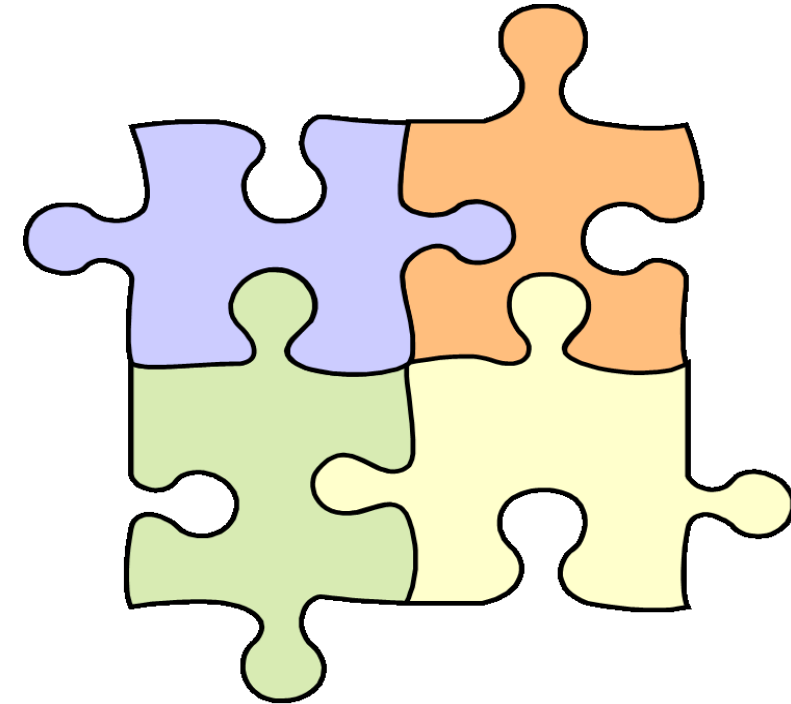
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RIVERSIDE COUNSELING (476)

Clients Admitted and Served at the Agency (CY02)
43
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	0	18	68	80	2	14	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.5	2.2	34	48	5	11	23	0.0	13.6	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	11	1	12	6	0	2	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	43
Units of Service	0	0	1,836
Avg Hours Per Client	0.0	0.0	42.7
Avg Daily Census	0	0	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	1	100.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	9	90.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RIVERSIDE COUNSELING (476)

All Clients
Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	1	1	100.0	☺
	Employment	20					
	Initiation of Treatment		77.6	38	44	86.4	☺
	Engagement in Treatment		62.6	34	44	77.3	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

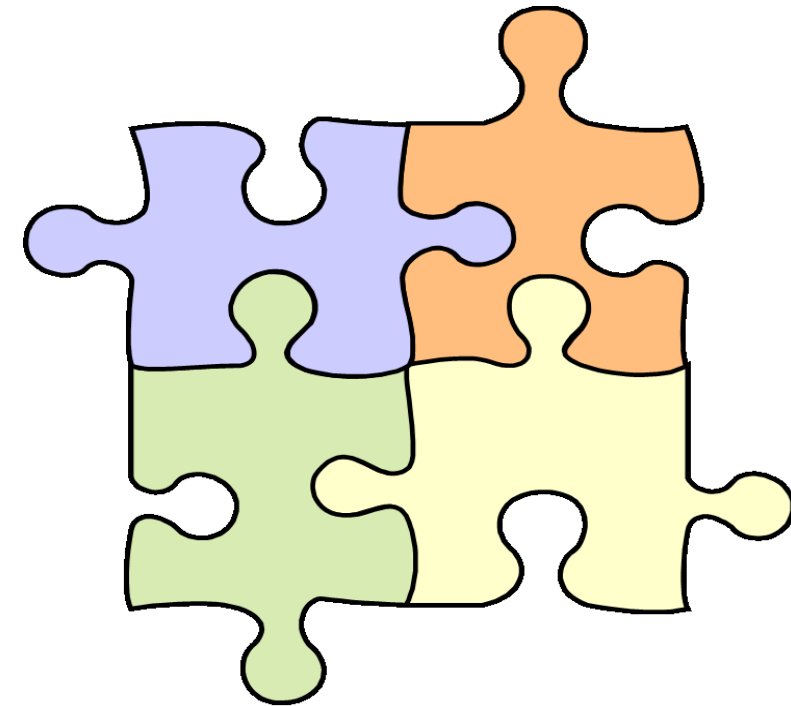
Consumer Survey Notes:

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

CARL ALBERT C.M.H.C. (501)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CARL ALBERT C.M.H.C. (501)

**Clients Admitted and Served
at the Agency (CY02)**
44

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	27	0	27	61	64	2	32	2	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	43.2	29.5	70	61	11	57	16	2.3	34.1	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	0	0	1	1	0	0	0	0	\$92,355.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	44
Units of Service	0	0	582
Avg Hours Per Client	0.0	0.0	13.2
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	28	65.1	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	12	27.9	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	3	7.0	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	17	39.5

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CARL ALBERT C.M.H.C. (501)

All Clients

Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std	
Detox	Level of Functioning Improvement	80						
	Planned Discharges	80						
	14-Day Follow-up	25						
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Readmissions within 30 days	2						
	Readmissions within 90 days	6						
	Level of Functioning Improvement	80						
	Planned Discharges	85						
	14-Day Followup	35						
Halfway	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	80						
	Planned Discharges	90						
	Employment	80						
Outpatient	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	30	48.3	22	43	51.2	☺	
	Planned Discharges	35	45.9	28	40	70.0	☺	
	Employment	20	16.8	3	15	20.0	☺	
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	11	11	100.0	☺	
	Engagement in Treatment		62.6	10	11	90.9	☺	
	Recidivism	DUI Convictions						
		Incarceration						
	Post Discharge	Mortality			# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
				# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	DUI Convictions							
	Incarceration							
	Median Wages							
	Clients With Wages							
Consumer Survey (FY02 Clients)	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
	Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

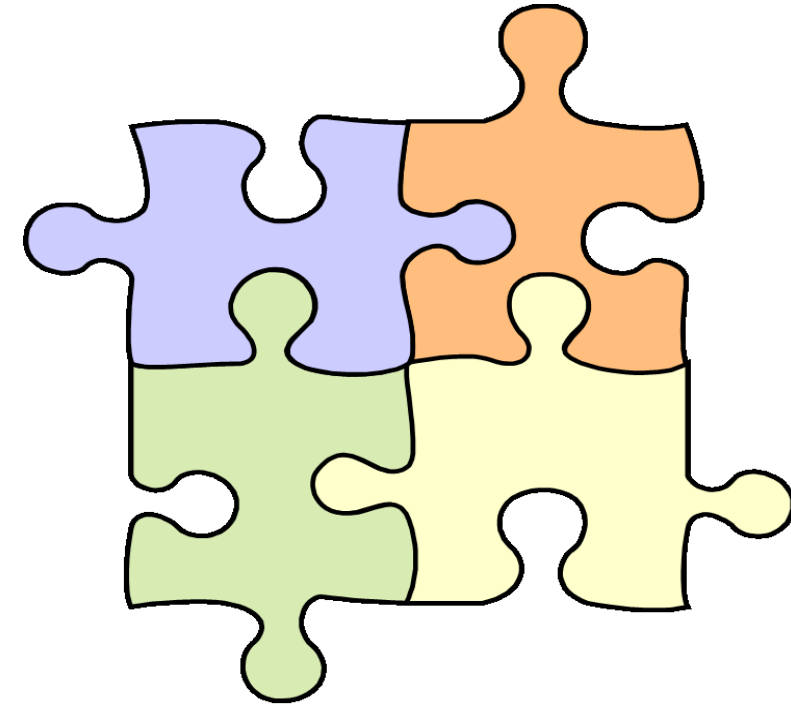
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
BILL WILLIS MENTAL HEALTH (503)

Clients Admitted and Served at the Agency (CY02)
787

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	53	47	2	24	64	64	6	28	0	1	2.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	38.0	31.4	59	41	9	46	34	1.8	21.3	50.5
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
	2	3	27	14	3	49	5	0	2	0	0	\$377,226.00

Clients Admitted and Served by Level of Care

	Detox	Residential	Halfway	Outpatient
Clients	0	248	0	576
Units of Service	0	5,738	0	16,647
Avg Hours Per Client	0.0	23.1	0.0	28.9
Avg Daily Census	0	16	0	46

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	165	65.2	65.7			35.5	124	27.3	37.6
61 Completed Court Commitment			0.1	9	3.6	2.3			2.7	55	12.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	87	19.2	23.8
63 Moved			0.2			0.5			9.1	30	6.6	3.2
64 Transferred			3.7	4	1.6	2.7			7.6	31	6.8	5.6
65 Incarcerated			0.2			0.1			1.1	6	1.3	3.1
66 Broke Rules			2.1	23	9.1	8.8			19.7	26	5.7	4.9
67 AWOL			18.6	51	20.2	11.3			11.0	56	12.3	4.9
68 Death			0.0	1	0.4	0.0			0.3	4	0.9	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	35	7.7	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	138	20.1

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
BILL WILLIS MENTAL HEALTH (503)

All Clients

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =16

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	6	289	2.1	☹
	Readmissions within 90 days	6	3.5	12	289	4.2	☺
	Level of Functioning Improvement	80	74.4	168	261	64.4	☹
	Planned Discharges	85	74.0	173	261	66.3	☹
	14-Day Followup	35	27.4	1	39	2.6	☹
	Initiation of Treatment		98.9	194	199	97.5	☹
	Engagement in Treatment		12.2	14	199	7.0	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	126	279	45.2	☺
	Planned Discharges	35	45.9	79	294	26.9	☹
	Employment	20	16.8	17	209	8.1	☹
	Initiation of Treatment		77.6	118	219	53.9	☹
	Engagement in Treatment		62.6	80	219	36.5	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	39	5	12.8	☹	
	Incarceration	13.0	6	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	242	3	1.2	☹	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	16.12%	5.79%	-10.33%	☺	
	Incarceration	-1.38%	2.48%	7.02%	4.55%	☹	
	Median Wages	\$376.90	\$1,501.70	\$1,734.00	\$232.40	☹	
	Clients With Wages	-2.49%	44.63%	38.84%	-5.79%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	47	48	97.9	☺	
	Favorable Outcomes	94.8	47	48	97.9	☺	
	Service Quality	93.0	42	44	95.5	☺	
	Favorable Time to First Service	92.4	44	48	91.7	☹	
	Convenient Time	92.3	46	47	97.9	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

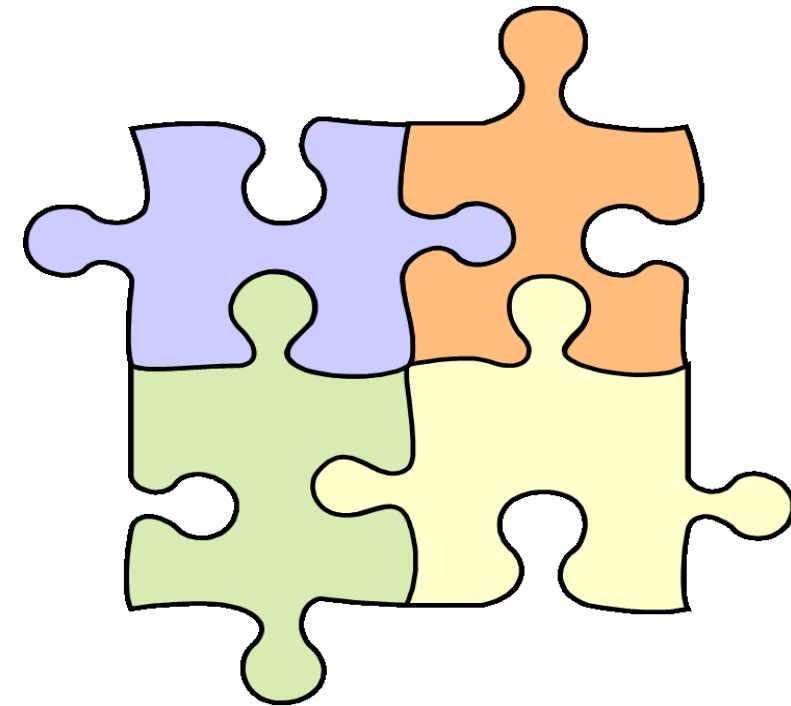
Consumer Survey Notes:

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

EDWIN FAIR CMHC (551)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EDWIN FAIR CMHC (551)

Clients Admitted and Served at the Agency (CY02)
68

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	70	30	0	29	59	76	5	12	1	3	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	27.6	15.8	63	14	22	45	29	0.0	22.4	13.2
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	2	2	0	5	2	0	0	0	0	\$51,054.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	68
Units of Service	0	0	771
Avg Hours Per Client	0.0	0.0	11.3
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	11	19.3	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	44	77.2	23.8
63 Moved			0.2			0.5			9.1	1	1.8	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	1	1.8	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	54	83.1

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EDWIN FAIR CMHC (551)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =8

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	6	42	14.3	☹
	Planned Discharges	35	45.9	8	41	19.5	☹
	Employment	20	16.8	17	31	54.8	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	37	44	84.1	☺
	Engagement in Treatment		62.6	20	44	45.5	☹
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
		DUI Convictions	6.8	9	1	11.1	☹
	Incarceration	13.0	11	3	27.3	☹	
Post Discharge		# Clients in Year before Treatment	# Deaths in Year After Treatment				
	Mortality	1.0	105	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	8.57%	6.67%	-1.90%	☹	
	Incarceration	-1.38%	10.48%	14.29%	3.81%	☹	
	Median Wages	\$376.90	\$1,540.50	\$2,120.80	\$580.30	☺	
	Clients With Wages	-2.49%	53.33%	49.52%	-3.81%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

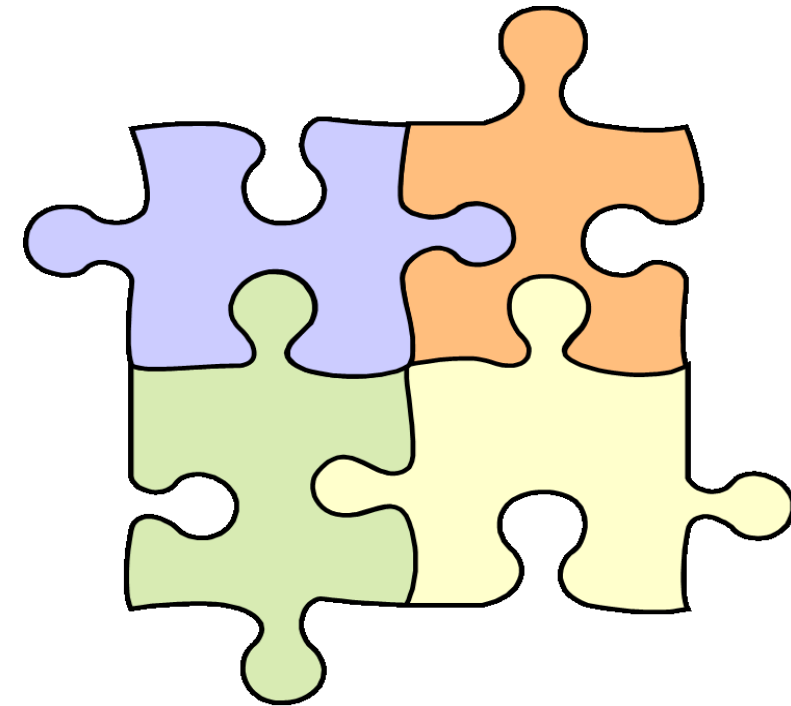
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

Clients Admitted and Served at the Agency (CY02)
465

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	59	41	0	26	59	80	6	11	0	2	2.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	34.6	18.9	59	30	9	29	24	0.4	1.2	49.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	2	19	0	22	4	3	18	0	0	\$703,645.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 158	Clients 234	Clients 0	Clients 91
Units of Service 661	Units of Service 5,308	Units of Service 0	Units of Service 225
Avg Hours Per Client 4.2	Avg Days Per Client 22.7	Avg Days Per Client 0.0	Avg Hours Per Client 2.5
Avg Daily Census 2	Avg Daily Census 15	Avg Daily Census 0	Avg Daily Census 1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	1	12.5	64.5	4	66.7	65.7			35.5	13	21.0	37.6
61 Completed Court Commitment	1	12.5	0.1			2.3			2.7	2	3.2	4.5
62 Left ACA/ 90 Days	4	50.0	10.1	2	33.3	7.3			12.1	22	35.5	23.8
63 Moved			0.2			0.5			9.1	5	8.1	3.2
64 Transferred			3.7			2.7			7.6	4	6.5	5.6
65 Incarcerated			0.2			0.1			1.1	6	9.7	3.1
66 Broke Rules			2.1			8.8			19.7	7	11.3	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3	3	4.8	0.4
69 Failed to Begin Treatment	2	25.0	0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	98	20.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

All Clients

Indicator Summary Number of Positive Results =15 Number of Results Needing Improvement =11

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80	75.5	148	150	98.7	☺
	14-Day Follow-up	25	36.8	95	136	69.9	☺
	Initiation of Treatment		15.6	3	129	2.3	☹
	Engagement in Treatment		12.7	3	129	2.3	☹
Residential	Readmissions within 30 days	2	1.7	3	238	1.3	☺
	Readmissions within 90 days	6	3.5	8	238	3.4	☺
	Level of Functioning Improvement	80					
	Planned Discharges	85	74.0	214	217	98.6	☺
	14-Day Followup	35	27.4	40	228	17.5	☹
	Initiation of Treatment		98.9	178	181	98.3	☹
	Engagement in Treatment		12.2	18	181	9.9	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	12	66	18.2	☹
	Planned Discharges	35	45.9	32	67	47.8	☺
	Employment	20					
	Initiation of Treatment		77.6	5	19	26.3	☹
	Engagement in Treatment		62.6	2	19	10.5	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions		6.8	81	1	1.2	☺	
Incarceration		13.0	13	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality		1.0	407	8	2.0	☹	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions		-7.16%	19.90%	8.85%	-11.06%	☺	
Incarceration		-1.38%	3.19%	8.11%	4.91%	☹	
Median Wages		\$376.90	\$1,560.00	\$2,477.30	\$917.20	☺	
Clients With Wages		-2.49%	45.21%	42.26%	-2.95%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9	118	120	98.3	☺	
Favorable Outcomes		94.8	156	157	99.4	☺	
Service Quality		93.0	94	97	96.9	☺	
Favorable Time to First Service		92.4	155	160	96.9	☺	
Convenient Time		92.3	157	161	97.5	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

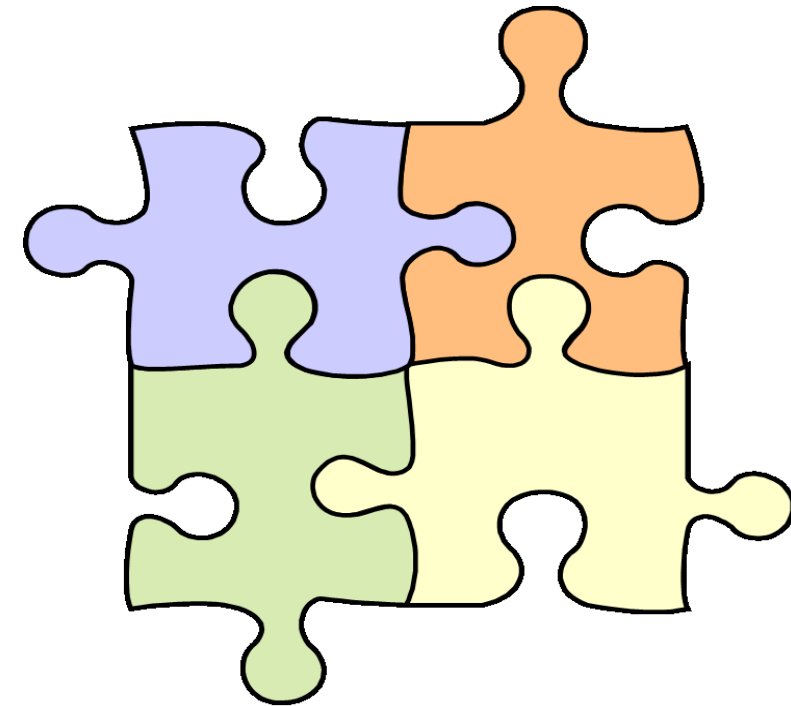
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK BEHAVIORAL HEALTH SVC (553)

Clients Admitted and Served at the Agency (CY02)
124

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	77	23	6	15	66	77	13	6	0	2	7.8
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	31.3	16.4	62	9	29	37	30	2.3	3.9	22.7	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
3	1	5	12	4	25	0	0	2	0	0	\$242,170.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	15	108
Units of Service	0	1,316	1,119
Avg Hours Per Client	0.0	87.7	10.4
Avg Daily Census	0	4	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	4	66.7	65.7			35.5	15	27.3	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	10	18.2	23.8
63 Moved			0.2	1	16.7	0.5			9.1	5	9.1	3.2
64 Transferred			3.7			2.7			7.6	2	3.6	5.6
65 Incarcerated			0.2			0.1			1.1	1	1.8	3.1
66 Broke Rules			2.1	1	16.7	8.8	1	100.0	19.7	19	34.5	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3	1	1.8	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	2	3.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	54	68.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK BEHAVIORAL HEALTH SVC (553)

All Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =9

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	74.4	3	6	50.0	☹
	Planned Discharges	85	74.0	4	6	66.7	☹
	14-Day Followup	35					
	Initiation of Treatment		98.9	9	9	100.0	☺
Engagement in Treatment		12.2	0	9	0.0	☹	
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	9	35	25.7	☹
	Planned Discharges	35	45.9	14	36	38.9	☺
	Employment	20	16.8	1	23	4.3	☹
	Initiation of Treatment		77.6	56	77	72.7	☹
	Engagement in Treatment		62.6	39	77	50.6	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	2	0	0.0	☺	
	Incarceration	13.0	1	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	28	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	7.14%	0.00%	-7.14%	☹	
	Incarceration	-1.38%	3.57%	0.00%	-3.57%	☺	
	Median Wages	\$376.90	\$2,687.80	\$2,461.90	-\$225.90	☹	
	Clients With Wages	-2.49%	42.86%	46.43%	3.57%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	1	1	100.0	☺	
	Favorable Outcomes	94.8	1	1	100.0	☺	
	Service Quality	93.0	1	1	100.0	☺	
	Favorable Time to First Service	92.4	1	1	100.0	☺	
	Convenient Time	92.3	1	1	100.0	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

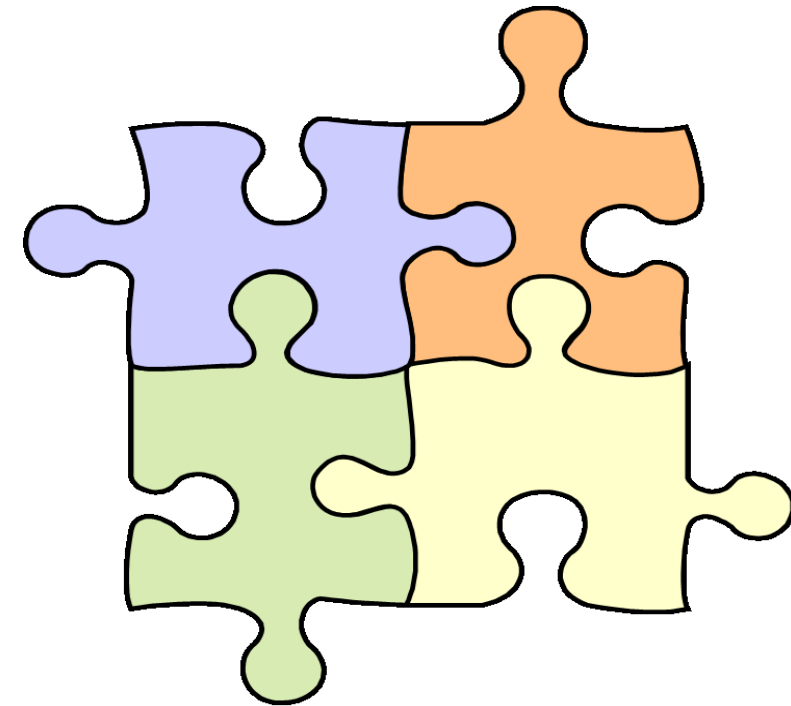
Consumer Survey Notes:

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

CHISHOLM TRAIL COUNSELING SVS (556)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CHISHOLM TRAIL COUNSELING SVS (556)

Clients Admitted and Served at the Agency (CY02)
99

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	1	28	61	73	8	11	0	3	1.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.2	13.1	61	27	14	42	28	7.1	2.0	2.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	1	13	1	16	1	0	9	0	4	\$45,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	99
Units of Service	0	0	1,005
Avg Hours Per Client	0.0	0.0	10.2
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	11	11.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7	1	1.0	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	7	7.0	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	2	2.0	3.1
66 Broke Rules			2.1			8.8			19.7	1	1.0	4.9
67 AWOL			18.6			11.3			11.0	10	10.0	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	1	1.0	7.4
91 Administrative Discharge										67	67.0	4.6

	Count	Percent
Clients Not Seen Within 90 Days	57	68.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CHISHOLM TRAIL COUNSELING SVS (556)

All Clients

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =5

Indicators:

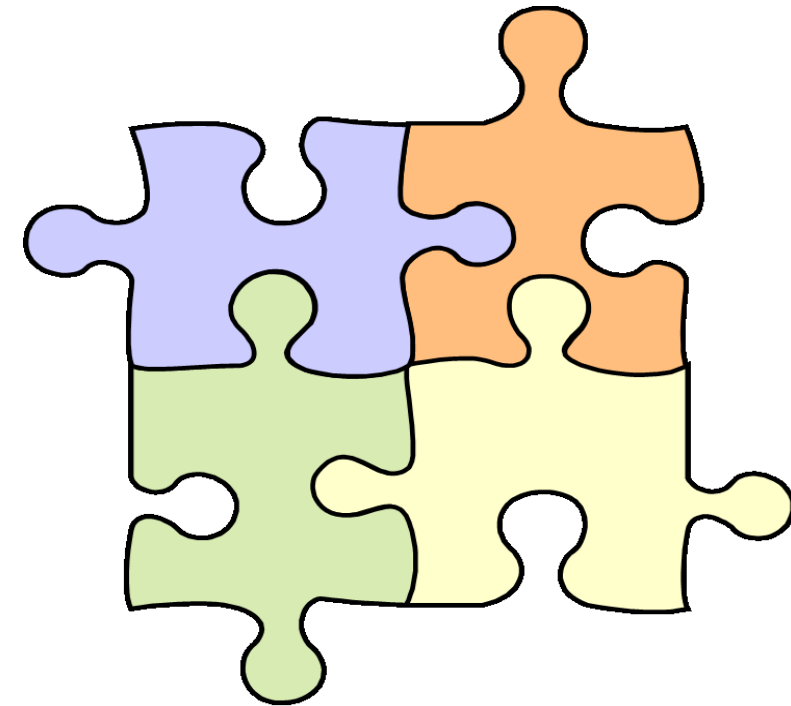
Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	9	32	28.1	☹
	Planned Discharges	35	45.9	10	30	33.3	☹
	Employment	20	16.8	2	19	10.5	☹
	Initiation of Treatment		77.6	39	67	58.2	☹
	Engagement in Treatment		62.6	26	67	38.8	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment							
	DUI Convictions		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)							
	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK WEST (558)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
RED ROCK WEST (558)

Clients Admitted and Served at the Agency (CY02)
33
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	27	18	27	42	79	0	12	0	6	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33.3	15.2	64	21	12	39	18	0.0	0.0	3.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	1	8	1	11	0	0	6	0	2	\$14,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	33
Units of Service	0	0	271
Avg Hours Per Client	0.0	0.0	8.2
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	5	15.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	1	3.0	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge										27	81.8	4.6

	Count	Percent
Clients Not Seen Within 90 Days	7	18.4

General Notes:

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

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

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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 October 2003
RED ROCK WEST (558)

All Clients
Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =10

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	4	32	12.5	☹
	Planned Discharges	35	45.9	6	7	85.7	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	10	13	76.9	☹
	Engagement in Treatment		62.6	6	13	46.2	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	3	0	0.0	☺	
	Incarceration	13.0	3	0	0.0	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment					
	Mortality	1.0	32	2	6.3	☹	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	9.38%	0.00%	-9.38%	☺	
	Incarceration	-1.38%	9.38%	0.00%	-9.38%	☺	
	Median Wages	\$376.90	\$1,995.30	\$2,110.50	\$115.20	☹	
	Clients With Wages	-2.49%	75.00%	65.63%	-9.38%	☹	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	9	9	100.0	☺	
	Favorable Outcomes	94.8	4	9	44.4	☹	
	Service Quality	93.0	8	9	88.9	☹	
	Favorable Time to First Service	92.4	7	9	77.8	☹	
	Convenient Time	92.3	8	9	88.9	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

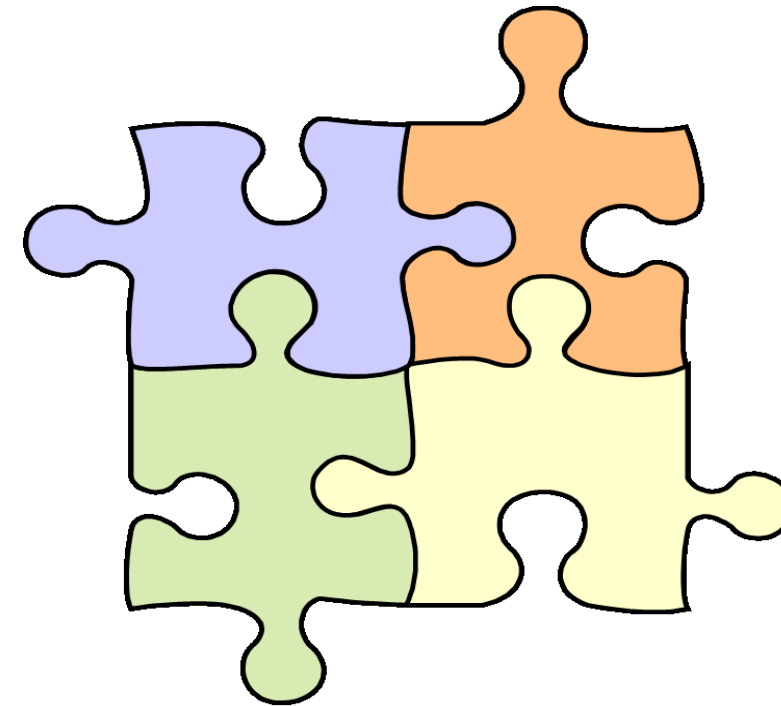
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORTH CARE CENTER (562)

Clients Admitted and Served at the Agency (CY02)
94
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	49	51	0	15	44	83	12	2	0	1	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	17.9	6.2	69	4	18	20	44	2.1	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	10	20	3	33	3	0	12	0	0	\$55,287.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	94
Units of Service	0	0	1,490
Avg Hours Per Client	0.0	0.0	15.9
Avg Daily Census	0	0	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	3	8.8	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	14	41.2	23.8
63 Moved			0.2			0.5			9.1	1	2.9	3.2
64 Transferred			3.7			2.7			7.6	13	38.2	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	1	2.9	4.9
68 Death			0.0			0.0			0.3	1	2.9	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	1	2.9	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	43	59.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORTH CARE CENTER (562)

All Clients
Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =7

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	7	17	41.2	☺
	Planned Discharges	35					
	Employment	20	16.8	4	13	30.8	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	26	42	61.9	☹
	Engagement in Treatment		62.6	21	42	50.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	4	0	0.0	☺	
	Incarceration						
Post Discharge	Mortality	State Average	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg	
		1.0	57	0	0.0	☺	
Difference Between Pre & Post Treatment	DUI Convictions	-7.16%	7.02%	1.75%	-5.26%	☹	
	Incarceration	-1.38%	0.00%	1.75%	1.75%	☹	
	Median Wages	\$376.90	\$2,284.50	\$2,010.80	-\$273.70	☹	
	Clients With Wages	-2.49%	57.89%	54.39%	-3.51%	☹	
	Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction	91.9	5	5	100.0	☺		
Favorable Outcomes	94.8	7	7	100.0	☺		
Service Quality	93.0	2	2	100.0	☺		
Favorable Time to First Service	92.4	6	8	75.0	☹		
Convenient Time	92.3	8	8	100.0	☺		

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

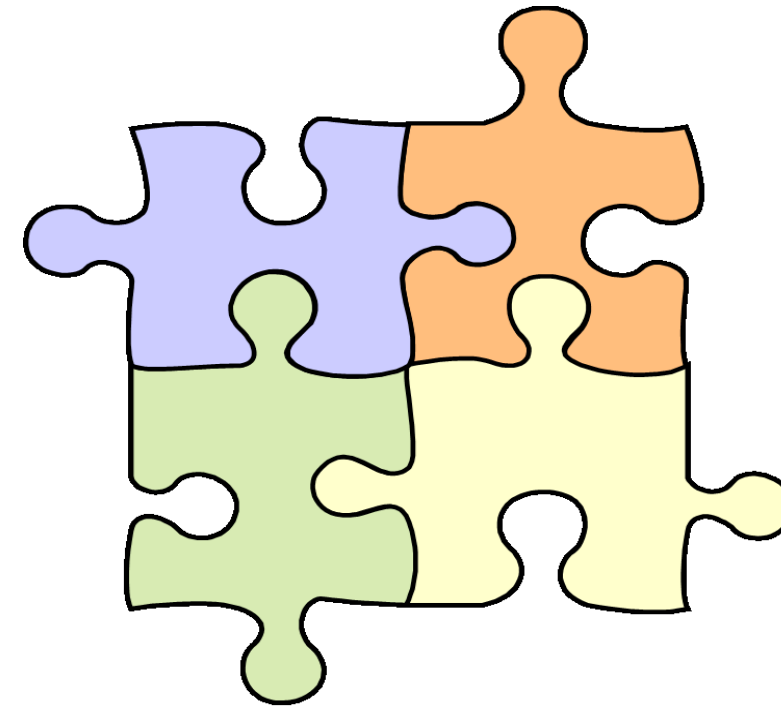
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TRI-CITY SUBSTANCE ABUSE CTR (639)

Clients Admitted and Served at the Agency (CY02)
189

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	1	28	57	55	7	30	0	2	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	33.2	30.0	87	38	8	62	21	0.0	15.3	0.5
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	3	0	0	5	4	0	1	0	5	\$197,051.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	189
Units of Service	0	0	6,224
Avg Hours Per Client	0.0	0.0	32.9
Avg Daily Census	0	0	17

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	59	43.1	37.6
61 Completed Court Commitment			0.1			2.3			2.7	17	12.4	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	3	2.2	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	12	8.8	5.6
65 Incarcerated			0.2			0.1			1.1	20	14.6	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	20	14.6	4.9
68 Death			0.0			0.0			0.3	1	0.7	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	5	3.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	19	19.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TRI-CITY SUBSTANCE ABUSE CTR (639)

All Clients

Indicator Summary Number of Positive Results =15 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	44	85	51.8	☺
	Planned Discharges	35	45.9	34	73	46.6	☺
	Employment	20	16.8	10	22	45.5	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	103	115	89.6	☺
	Engagement in Treatment		62.6	98	115	85.2	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	9	0	0.0	☺	
	Incarceration	13.0	1	0	0.0	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg			
Mortality	52	0	0.0	☺			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	17.31%	5.77%	-11.54%	☺	
	Incarceration	-1.38%	1.92%	9.62%	7.69%	☹	
	Median Wages	\$376.90	\$2,756.60	\$3,763.10	\$1,006.50	☺	
	Clients With Wages	-2.49%	55.77%	53.85%	-1.92%	☺	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	25	25	100.0	☺	
	Favorable Outcomes	94.8	25	25	100.0	☺	
	Service Quality	93.0	14	14	100.0	☺	
	Favorable Time to First Service	92.4	24	25	96.0	☺	
Convenient Time	92.3	22	25	88.0	☹		

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

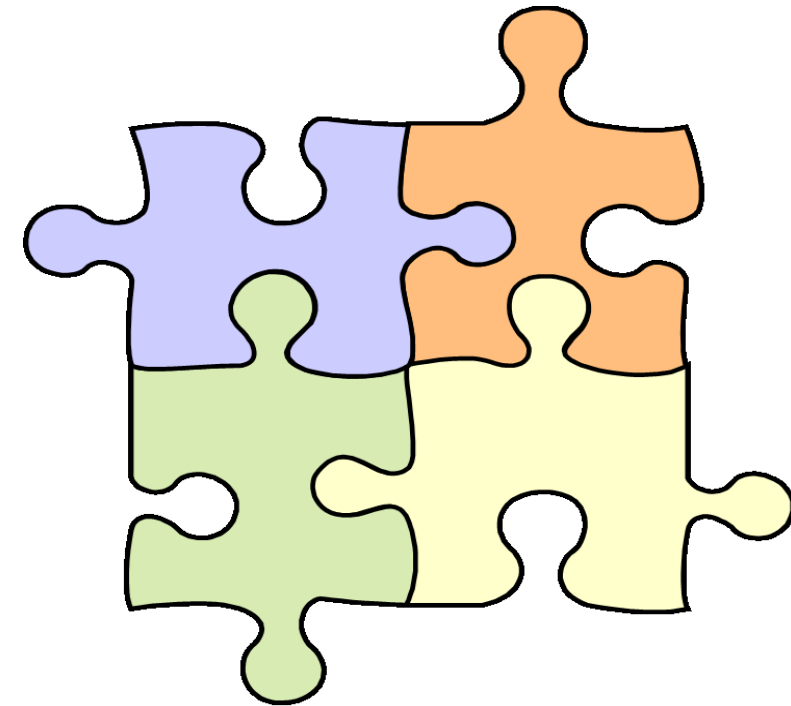
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

Clients Admitted and Served at the Agency (CY02)
1,316

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	3	20	64	71	14	9	0	2	14.3
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	40.3	25.9	67	25	24	40	30	1.6	1.9	15.8
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
17	2	10	4	0	33	7	0	0	0	8	\$2,494,109.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 627	Clients 445	Clients 209	Clients 371
Units of Service 4,238	Units of Service 13,337	Units of Service 12,179	Units of Service 9,045
Avg Hours Per Client 6.8	Avg Days Per Client 30.0	Avg Days Per Client 58.3	Avg Hours Per Client 24.4
Avg Daily Census 12	Avg Daily Census 37	Avg Daily Census 33	Avg Daily Census 25

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	331	63.2	64.5	156	49.5	65.7	47	26.4	35.5	125	33.7	37.6
61 Completed Court Commitment			0.1	5	1.6	2.3			2.7			4.5
62 Left ACA/ 90 Days	1	0.2	10.1	5	1.6	7.3	4	2.2	12.1			23.8
63 Moved			0.2			0.5	3	1.7	9.1	1	0.3	3.2
64 Transferred	16	3.1	3.7	45	14.3	2.7	38	21.3	7.6	17	4.6	5.6
65 Incarcerated	1	0.2	0.2			0.1	2	1.1	1.1	1	0.3	3.1
66 Broke Rules	15	2.9	2.1	23	7.3	8.8	32	18.0	19.7	47	12.7	4.9
67 AWOL	157	30.0	18.6	73	23.2	11.3	49	27.5	11.0			4.9
68 Death			0.0			0.0	2	1.1	0.3			0.4
69 Failed to Begin Treatment	3	0.6	0.3	8	2.5	1.3	1	0.6	1.0	180	48.5	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	10	0.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

All Clients

Indicator Summary Number of Positive Results =17 Number of Results Needing Improvement =17

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	448	559	80.1	☺
	Planned Discharges	80	75.5	470	613	76.7	☹
	14-Day Follow-up	25	36.8	145	218	66.5	☺
	Initiation of Treatment		15.6	185	652	28.4	☺
	Engagement in Treatment		12.7	170	652	26.1	☺
Residential	Readmissions within 30 days	2	1.7	9	434	2.1	☹
	Readmissions within 90 days	6	3.5	11	434	2.5	☺
	Level of Functioning Improvement	80	74.4	348	396	87.9	☺
	Planned Discharges	85	74.0	264	396	66.7	☹
	14-Day Followup	35	27.4	95	214	44.4	☺
	Initiation of Treatment		98.9	191	194	98.5	☹
	Engagement in Treatment		12.2	46	194	23.7	☺
Halfway	Level of Functioning Improvement	80	69.3	98	130	75.4	☹
	Planned Discharges	90	34.6	59	178	33.1	☹
	Employment	80	48.6	58	95	61.1	☹
	Initiation of Treatment		99.0	78	78	100.0	☺
	Engagement in Treatment		96.6	77	78	98.7	☺
Outpatient	Level of Functioning Improvement	30	48.3	81	111	73.0	☺
	Planned Discharges	35	45.9	108	151	71.5	☺
	Employment	20	16.8	6	38	15.8	☹
	Initiation of Treatment		77.6	168	193	87.0	☺
	Engagement in Treatment		62.6	165	193	85.5	☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.8	112	10	8.9	☹
	Incarceration	13.0	56	12	21.4	☹
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	1.0	991	11	1.1	☹

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	11.30%	5.55%	-5.75%	☹
	Incarceration	-1.38%	5.65%	7.87%	2.22%	☹
	Median Wages	\$376.90	\$1,324.10	\$1,768.80	\$444.70	☺
	Clients With Wages	-2.49%	54.19%	51.46%	-2.72%	☹

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction	91.9	212	233	91.0	☹
	Favorable Outcomes	94.8	343	358	95.8	☺
	Service Quality	93.0	172	186	92.5	☹
	Favorable Time to First Service	92.4	332	362	91.7	☹
	Convenient Time	92.3	342	361	94.7	☺

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

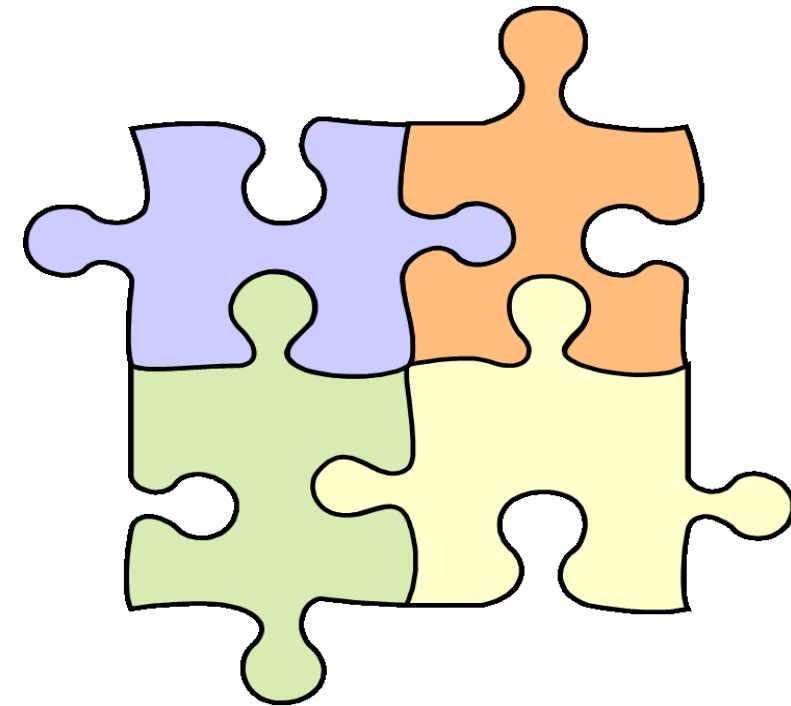
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTA (642)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
OPPORTUNITIES, INC., CDTA (642)

Clients Admitted and Served at the Agency (CY02)
267

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	71	29	1	26	62	73	7	15	0	3	6.6	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	31.3	25.0	69	32	17	33	17	1.1	2.6	0.0		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	8	0	4	0	12		1	0	2	0	8	\$488,592.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	26	216	34
Units of Service	344	4,705	174
Avg Hours Per Client	13.2	21.8	5.1
Avg Daily Census	1	13	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	121	60.5	65.7	8	28.6	35.5	11	31.4	37.6
61 Completed Court Commitment			0.1	34	17.0	2.3	4	14.3	2.7	2	5.7	4.5
62 Left ACA/ 90 Days			10.1	1	0.5	7.3			12.1	11	31.4	23.8
63 Moved			0.2			0.5	2	7.1	9.1	5	14.3	3.2
64 Transferred			3.7	3	1.5	2.7	2	7.1	7.6			5.6
65 Incarcerated			0.2			0.1	1	3.6	1.1	1	2.9	3.1
66 Broke Rules			2.1	13	6.5	8.8	3	10.7	19.7			4.9
67 AWOL	6	85.7	18.6	25	12.5	11.3	8	28.6	11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment	1	14.3	0.3	3	1.5	1.3			1.0	5	14.3	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	3	1.1

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 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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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
OPPORTUNITIES, INC., CDTA (642)

All Clients

Indicator Summary Number of Positive Results =16 Number of Results Needing Improvement =17

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	1	2	50.0	☹
	Planned Discharges	80	75.5	14	20	70.0	☹
	14-Day Follow-up	25					
	Initiation of Treatment		15.6	13	20	65.0	☺
	Engagement in Treatment		12.7	10	20	50.0	☺
Residential	Readmissions within 30 days	2	1.7	5	219	2.3	☹
	Readmissions within 90 days	6	3.5	10	219	4.6	☺
	Level of Functioning Improvement	80	74.4	180	219	82.2	☺
	Planned Discharges	85	74.0	143	219	65.3	☹
	14-Day Followup	35	27.4	14	22	63.6	☺
	Initiation of Treatment		98.9	135	137	98.5	☹
	Engagement in Treatment		12.2	16	137	11.7	☹
Halfway	Level of Functioning Improvement	80	69.3	17	20	85.0	☺
	Planned Discharges	90	34.6	7	25	28.0	☹
	Employment	80	48.6	2	17	11.8	☹
	Initiation of Treatment		99.0	6	6	100.0	☺
	Engagement in Treatment		96.6	5	6	83.3	☹
Outpatient	Level of Functioning Improvement	30	48.3	6	12	50.0	☺
	Planned Discharges	35	45.9	4	12	33.3	☹
	Employment	20	16.8	1	7	14.3	☹
	Initiation of Treatment		77.6	21	31	67.7	☹
	Engagement in Treatment		62.6	9	31	29.0	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	49	7	14.3	☹	
	Incarceration	13.0	13	1	7.7	☺	
Post Discharge	Mortality	1.0	206	2	1.0	☺	
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	23.79%	1.17%	-12.62%	☺	
	Incarceration	-1.38%	6.31%	9.22%	2.91%	☹	
	Median Wages	\$376.90	\$1,598.30	\$2,269.40	\$671.20	☺	
	Clients With Wages	-2.49%	60.68%	55.34%	-5.34%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	54	56	96.4	☺	
	Favorable Outcomes	94.8	56	56	100.0	☺	
	Service Quality	93.0	51	53	96.2	☺	
	Favorable Time to First Service	92.4	49	56	87.5	☹	
	Convenient Time	92.3	51	55	92.7	☺	

Please See The Indicator Notes On The Next Page

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

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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.

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 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
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 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

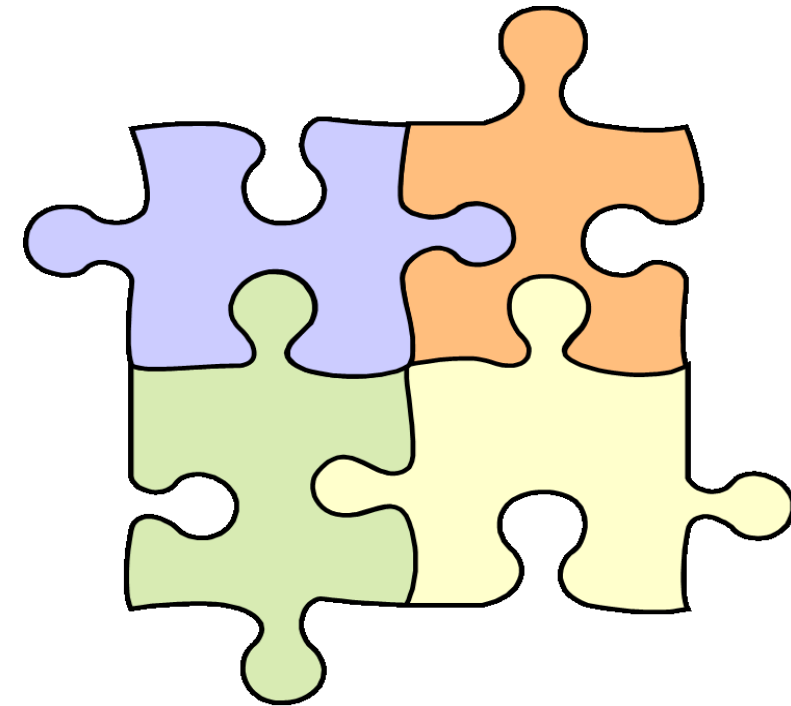
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Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NEW HOPE OF MANGUM (643)

Clients Admitted and Served at the Agency (CY02)
644

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	0	23	67	78	10	5	0	6	2.2
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	44.8	34.1	71	34	21	56	24	2.0	31.9	0.3
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
	4	2	9	6	0	21	3	2	0	0	17	\$948,139.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	157	490
Units of Service	0	4,930	27,015
Avg Hours Per Client	0.0	31.4	55.1
Avg Daily Census	0	14	74

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	114	91.2	65.7	10	25.0	35.5	141	54.0	37.6
61 Completed Court Commitment			0.1			2.3	1	2.5	2.7	8	3.1	4.5
62 Left ACA/ 90 Days			10.1	2	1.6	7.3	3	7.5	12.1	59	22.6	23.8
63 Moved			0.2	1	0.8	0.5	2	5.0	9.1	16	6.1	3.2
64 Transferred			3.7			2.7	4	10.0	7.6	4	1.5	5.6
65 Incarcerated			0.2	1	0.8	0.1	1	2.5	1.1	5	1.9	3.1
66 Broke Rules			2.1	5	4.0	8.8	16	40.0	19.7	1	0.4	4.9
67 AWOL			18.6	1	0.8	11.3	2	5.0	11.0	13	5.0	4.9
68 Death			0.0			0.0			0.3	2	0.8	0.4
69 Failed to Begin Treatment			0.3	1	0.8	1.3	1	2.5	1.0	12	4.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	190	39.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NEW HOPE OF MANGUM (643)

All Clients

Indicator Summary Number of Positive Results =16 Number of Results Needing Improvement =13

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	3	156	1.9	☺
	Readmissions within 90 days	6	3.5	6	156	3.8	☺
	Level of Functioning Improvement	80	74.4	110	140	78.6	☹
	Planned Discharges	85	74.0	133	139	95.7	☺
	14-Day Followup	35	27.4	22	42	52.4	☺
	Initiation of Treatment		98.9	101	101	100.0	☺
	Engagement in Treatment		12.2	24	101	23.8	☺
Halfway	Level of Functioning Improvement	80	69.3	10	22	45.5	☹
	Planned Discharges	90	34.6	8	31	25.8	☹
	Employment	80	48.6	6	20	30.0	☹
	Initiation of Treatment		99.0	20	20	100.0	☺
	Engagement in Treatment		96.6	19	20	95.0	☹
Outpatient	Level of Functioning Improvement	30	48.3	61	128	47.7	☺
	Planned Discharges	35	45.9	110	139	79.1	☺
	Employment	20	16.8	2	108	1.9	☹
	Initiation of Treatment		77.6	171	224	76.3	☹
	Engagement in Treatment		62.6	133	224	59.4	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	61	6	9.8	☹	
	Incarceration	13.0	44	3	6.8	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	398	3	0.8	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	15.33%	5.28%	-10.05%	☺	
	Incarceration	-1.38%	11.06%	6.03%	-5.03%	☺	
	Median Wages	\$376.90	\$1,885.90	\$2,426.10	\$540.20	☺	
	Clients With Wages	-2.49%	46.23%	52.76%	6.53%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	42	48	87.5	☹	
	Favorable Outcomes	94.8	49	49	100.0	☺	
	Service Quality	93.0	41	45	91.1	☹	
	Favorable Time to First Service	92.4	42	49	85.7	☹	
	Convenient Time	92.3	44	49	89.8	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

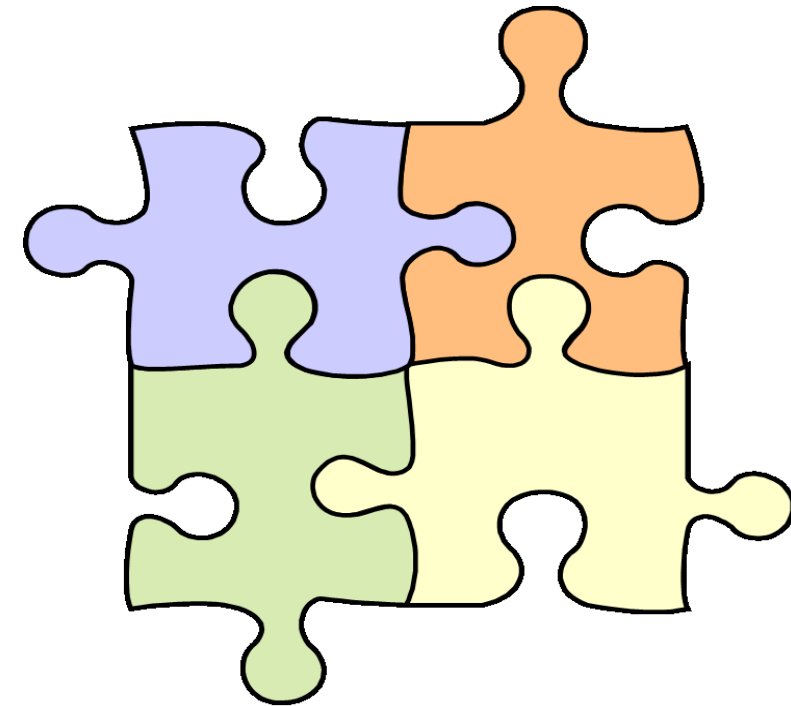
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE REFERRAL CENTER (644)

Clients Admitted and Served at the Agency (CY02)
1,499

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	64	36	1	17	68	70	23	5	0	2	10.8
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	32.3	18.9	67	23	39	29	21	0.9	3.2	98.2
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
23	10	5	4	0	42	3	1	0	0	0	\$1,051,545.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	1,477	0	25
Units of Service	9,217	0	212
Avg Hours Per Client	6.2	0.0	8.5
Avg Daily Census	25	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	1,028	68.4	64.5			65.7			35.5	6	28.6	37.6
61 Completed Court Commitment			0.1			2.3			2.7	2	9.5	4.5
62 Left ACA/ 90 Days	1	0.1	10.1			7.3			12.1	3	14.3	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred	33	2.2	3.7			2.7			7.6	1	4.8	5.6
65 Incarcerated	1	0.1	0.2			0.1			1.1			3.1
66 Broke Rules	31	2.1	2.1			8.8			19.7			4.9
67 AWOL	406	27.0	18.6			11.3			11.0	9	42.9	4.9
68 Death	1	0.1	0.0			0.0			0.3			0.4
69 Failed to Begin Treatment	2	0.1	0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	114	6.9

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE REFERRAL CENTER (644)

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =13

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	920	1,286	71.5	☹
	Planned Discharges	80	75.5	945	1,347	70.2	☹
	14-Day Follow-up	25					
	Initiation of Treatment		15.6	121	1,667	7.3	☹
	Engagement in Treatment		12.7	104	1,667	6.2	☹
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	7	15	46.7	☺
	Planned Discharges	35	45.9	4	16	25.0	☹
	Employment	20	16.8	1	4	25.0	☺
	Initiation of Treatment		77.6	9	10	90.0	☺
	Engagement in Treatment		62.6	3	10	30.0	☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.8	86	6	7.0	☹
	Incarceration	13.0	47	7	14.9	☹
Post Discharge	# Clients in Year before Treatment		943			
	# Deaths in Year After Treatment			16		
Mortality	Mortality	1.0			1.7	☹
	Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	9.12%	5.30%	-3.82%	☹
	Incarceration	-1.38%	4.98%	3.82%	-1.17%	☹
	Median Wages	\$376.90	\$1,827.90	\$1,520.10	-\$307.90	☹
Clients With Wages	-2.49%	51.54%	47.61%	-3.92%	☹	

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction		91.9	2	2	100.0	☺
Favorable Outcomes		94.8	2	2	100.0	☺
Service Quality		93.0	1	1	100.0	☺
Favorable Time to First Service		92.4	2	2	100.0	☺
Convenient Time		92.3	2	2	100.0	☺

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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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.

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 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
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 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

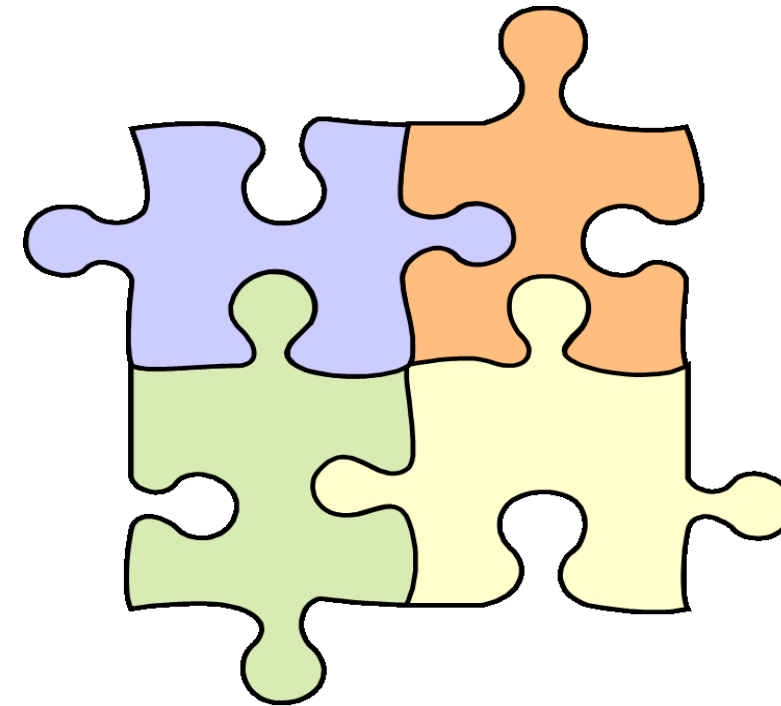
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Oklahoma Department of Mental Health and Substance Abuse Services

KIAMICHI COUNCIL ON ALCOHOLISM (650)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
KIAMICHI COUNCIL ON ALCOHOLISM (650)

Clients Admitted and Served at the Agency (CY02)
544

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	67	33	7	26	52	70	11	17	0	2	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	22.2	12.7	63	29	11	45	12	2.2	26.7	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
7	0	7	6	0	20	10	0	5	0	1	\$354,133.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	544
Units of Service	0	0	5,243
Avg Hours Per Client	0.0	0.0	9.6
Avg Daily Census	0	0	14

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	215	39.4	37.6
61 Completed Court Commitment			0.1			2.3			2.7	33	6.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	172	31.6	23.8
63 Moved			0.2			0.5			9.1	22	4.0	3.2
64 Transferred			3.7			2.7			7.6	35	6.4	5.6
65 Incarcerated			0.2			0.1			1.1	17	3.1	3.1
66 Broke Rules			2.1			8.8			19.7	24	4.4	4.9
67 AWOL			18.6			11.3			11.0	8	1.5	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	19	3.5	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	57	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
KIAMICHI COUNCIL ON ALCOHOLISM (650)

Indicator Summary Number of Positive Results =7 Number of Results Needing Improvement =10

All Clients

Indicators:

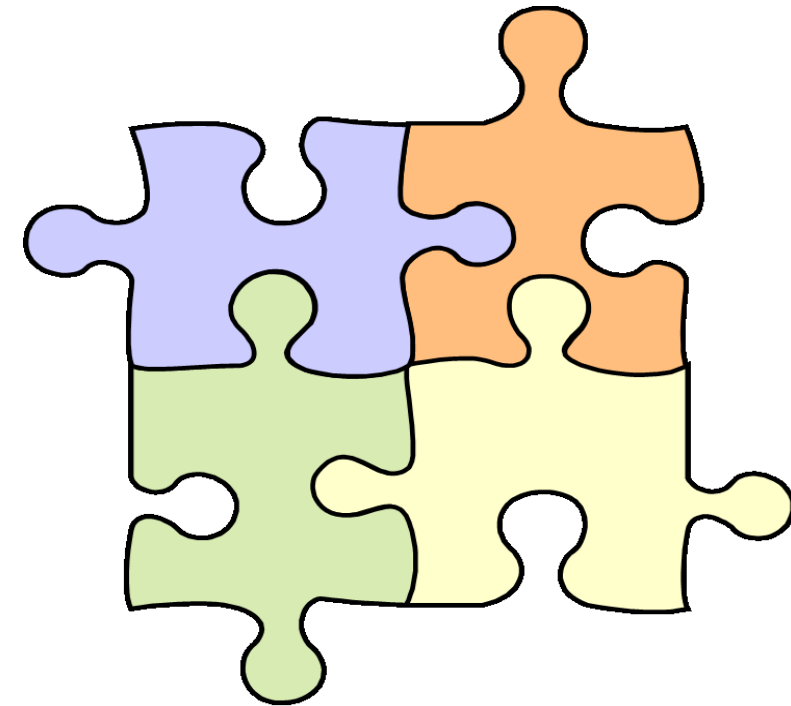
Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	194	333	58.3	☺
	Planned Discharges	35	45.9	142	333	42.6	☺
	Employment	20	16.8	23	152	15.1	☹
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	307	335	91.6	☺
	Engagement in Treatment		62.6	249	335	74.3	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
		DUI Convictions	6.8	31	3	9.7	☹
	Incarceration	13.0	11	4	36.4	☹	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	279	6	2.2	☹	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	11.11%	5.38%	-5.73%	☹	
	Incarceration	-1.38%	3.94%	6.45%	2.51%	☹	
	Median Wages	\$376.90	\$1,740.70	\$2,086.20	\$345.40	☹	
	Clients With Wages	-2.49%	44.80%	36.56%	-8.24%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	16	16	100.0	☺	
	Favorable Outcomes	94.8	19	22	86.4	☹	
	Service Quality	93.0	6	7	85.7	☹	
	Favorable Time to First Service	92.4	23	23	100.0	☺	
Convenient Time	92.3	22	23	95.7	☺		

Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

MONARCH, INC. (651)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
MONARCH, INC. (651)

Clients Admitted and Served at the Agency (CY02)
276

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	12	88	28	23	47	63	14	20	0	0	5.4
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	32.2	30.1	20	39	17	30	37	10.5		0.7	42.4
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	4	1	0	6	1	0	1	0	2	\$832,961.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	20	Clients 90	Clients 73
Units of Service	180	Units of Service 4,865	Units of Service 1,608
Avg Hours Per Client	9.0	Avg Days Per Client 54.1	Avg Hours Per Client 22.0
Avg Daily Census	0	Avg Daily Census 13	Avg Daily Census 4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	47	56.0	65.7	32	26.2	35.5	10	16.9	37.6
61 Completed Court Commitment			0.1	1	1.2	2.3	2	1.6	2.7	1	1.7	4.5
62 Left ACA/ 90 Days	1	33.3	10.1	12	14.3	7.3	33	27.0	12.1	18	30.5	23.8
63 Moved			0.2	1	1.2	0.5	28	23.0	9.1	14	23.7	3.2
64 Transferred			3.7	4	4.8	2.7	5	4.1	7.6	5	8.5	5.6
65 Incarcerated			0.2		0.1				1.1			3.1
66 Broke Rules			2.1	15	17.9	8.8	15	12.3	19.7	3	5.1	4.9
67 AWOL	1	33.3	18.6	1	1.2	11.3	2	1.6	11.0	3	5.1	4.9
68 Death			0.0		0.0				0.3			0.4
69 Failed to Begin Treatment	1	33.3	0.3	3	3.6	1.3	5	4.1	1.0	5	8.5	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	14	6.1

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MONARCH, INC. (651)

All Clients

Indicator Summary Number of Positive Results =17 Number of Results Needing Improvement =14

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	13	17	76.5	☹
	Planned Discharges	80	75.5	17	19	89.5	☺
	14-Day Follow-up	25	36.8	13	15	86.7	☺
	Initiation of Treatment		15.6	22	23	95.7	☺
	Engagement in Treatment		12.7	21	23	91.3	☺
Residential	Readmissions within 30 days	2	1.7	2	88	2.3	☹
	Readmissions within 90 days	6	3.5	3	88	3.4	☺
	Level of Functioning Improvement	80	74.4	65	70	92.9	☺
	Planned Discharges	85	74.0	43	70	61.4	☹
	14-Day Followup	35	27.4	7	27	25.9	☹
	Initiation of Treatment		98.9	44	47	93.6	☹
	Engagement in Treatment		12.2	5	47	10.6	☹
Halfway	Level of Functioning Improvement	80	69.3	23	24	95.8	☺
	Planned Discharges	90	34.6	14	51	27.5	☹
	Employment	80	48.6	1	24	4.2	☹
	Initiation of Treatment		99.0	39	41	95.1	☹
	Engagement in Treatment		96.6	36	41	87.8	☹
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	21	33	63.6	☹
Engagement in Treatment		62.6	18	33	54.5	☹	
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	20	0	0.0	☺	
	Incarceration	13.0	19	3	15.8	☹	
Post Discharge	Mortality	1.0	# Clients in Year before Treatment 245	# Deaths in Year After Treatment 1	0.4	☺	
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	8.16%	3.27%	-4.90%	☹	
	Incarceration	-1.38%	7.76%	6.12%	-1.63%	☺	
	Median Wages	\$376.90	\$1,058.40	\$1,643.80	\$585.40	☺	
	Clients With Wages	-2.49%	46.12%	47.76%	1.63%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	39	40	97.5	☺	
	Favorable Outcomes	94.8	42	42	100.0	☺	
	Service Quality	93.0	28	28	100.0	☺	
	Favorable Time to First Service	92.4	42	42	100.0	☺	
	Convenient Time	92.3	41	42	97.6	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

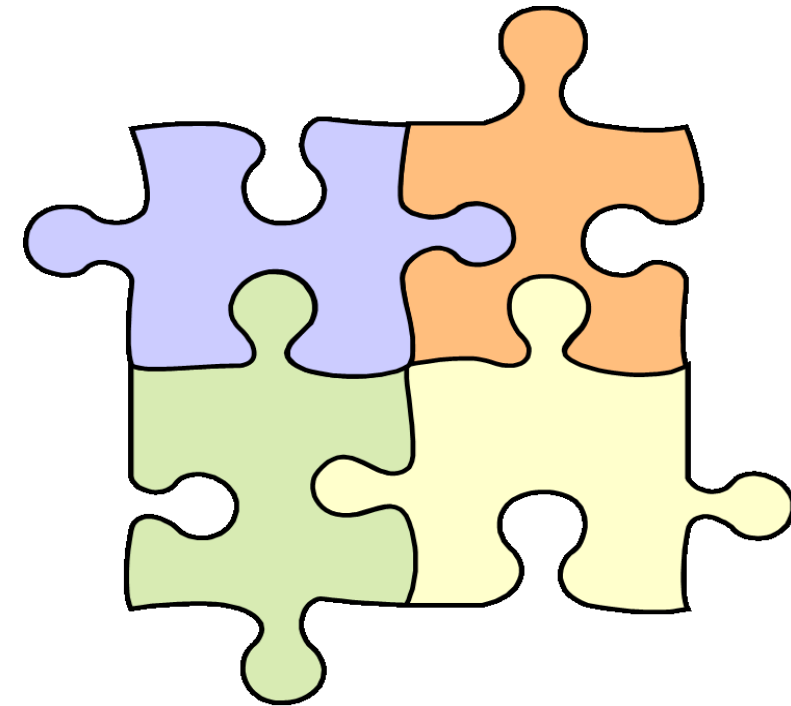
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

ALPHA II, INC. (654)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ALPHA II, INC. (654)

Clients Admitted and Served at the Agency (CY02)
109

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	99	1	0	25	56	70	9	21	0	0	12.8
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	40.4	22.9	74	35	17	56	8	0.0	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	1	0	0	3	1	0	1	1	0	\$294,236.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 94	Clients 34	Clients 4
Units of Service 0	Units of Service 2,737	Units of Service 1,882	Units of Service 49
Avg Hours Per Client 0.0	Avg Days Per Client 29.1	Avg Days Per Client 55.4	Avg Hours Per Client 12.3
Avg Daily Census 0	Avg Daily Census 7	Avg Daily Census 5	Avg Daily Census 0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	54	83.1	65.7	8	23.5	35.5			37.6
61 Completed Court Commitment			0.1			2.3	5	14.7	2.7	2	50.0	4.5
62 Left ACA/ 90 Days			10.1	7	10.8	7.3	8	23.5	12.1	2	50.0	23.8
63 Moved			0.2			0.5	1	2.9	9.1			3.2
64 Transferred			3.7			2.7	1	2.9	7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	3	4.6	8.8	8	23.5	19.7			4.9
67 AWOL			18.6			11.3	3	8.8	11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	1	1.5	1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ALPHA II, INC. (654)

All Clients

Indicator Summary Number of Positive Results =17 Number of Results Needing Improvement =7

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	74.4	85	87	97.7	☺
	Planned Discharges	85	74.0	80	87	92.0	☺
	14-Day Followup	35	27.4	14	32	43.8	☺
Halfway	Initiation of Treatment			49	49	100.0	☺
	Engagement in Treatment		12.2	19	49	38.8	☺
	Level of Functioning Improvement	80	69.3	8	24	33.3	☹
	Planned Discharges	90	34.6	6	30	20.0	☹
	Employment	80	48.6	19	21	90.5	☺
Outpatient	Initiation of Treatment			3	3	100.0	☺
	Engagement in Treatment		96.6	3	3	100.0	☺
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	2	2	100.0	☺
	Engagement in Treatment		62.6	1	2	50.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	27	0	0.0	☺	
	Incarceration	13.0	11	0	0.0	☺	
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	103	2	1.9	☹	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	26.21%	4.85%	-21.36%	☺	
	Incarceration	-1.38%	10.68%	9.71%	-0.97%	☹	
	Median Wages	\$376.90	\$1,338.10	\$2,045.10	\$707.00	☺	
	Clients With Wages	-2.49%	67.96%	61.17%	-6.80%	☹	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	39	43	90.7	☹	
	Favorable Outcomes	94.8	48	50	96.0	☺	
	Service Quality	93.0	39	40	97.5	☺	
	Favorable Time to First Service	92.4	47	50	94.0	☺	
Convenient Time	92.3	44	47	93.6	☺		

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

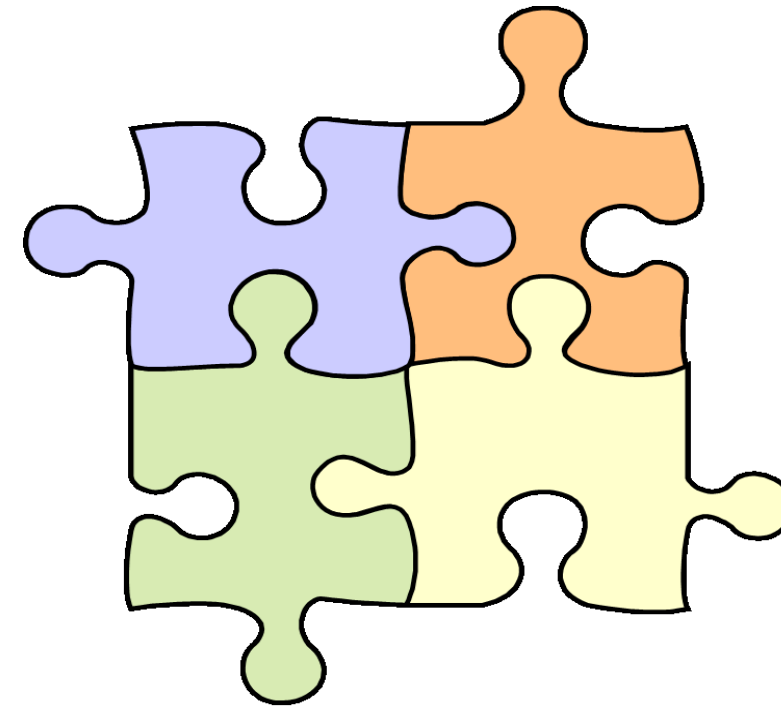
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Provider Performance Management Report



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

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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

Clients Admitted and Served at the Agency (CY02)
1,248

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	63	37	10	27	55	68	11	13	0	2	0.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	37.9	28.0	55	42	10	53	27	2.5	20.5	2.4	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	13	10	0	25	2	0	0	1	12	\$1,652,693.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 41	Clients 292	Clients 75	Clients 922
Units of Service 267	Units of Service 7,250	Units of Service 3,528	Units of Service 43,792
Avg Hours Per Client 6.5	Avg Days Per Client 24.8	Avg Days Per Client 47.0	Avg Hours Per Client 47.5
Avg Daily Census 1	Avg Daily Census 20	Avg Daily Census 10	Avg Daily Census 120

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	9	75.0	64.5	130	64.7	65.7	41	60.3	35.5	258	37.8	37.6
61 Completed Court Commitment			0.1			2.3	1	1.5	2.7	38	5.6	4.5
62 Left ACA/ 90 Days			10.1	46	22.9	7.3	19	27.9	12.1	206	30.2	23.8
63 Moved			0.2			0.5			9.1	16	2.3	3.2
64 Transferred			3.7	2	1.0	2.7			7.6	54	7.9	5.6
65 Incarcerated			0.2			0.1			1.1	54	7.9	3.1
66 Broke Rules	1	8.3	2.1	16	8.0	8.8	6	8.8	19.7	16	2.3	4.9
67 AWOL	1	8.3	18.6	4	2.0	11.3	1	1.5	11.0	3	0.4	4.9
68 Death			0.0			0.0			0.3	2	0.3	0.4
69 Failed to Begin Treatment	1	8.3	0.3	3	1.5	1.3			1.0	35	5.1	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	359	31.8

General Notes:

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

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

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

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

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Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

All Clients

Indicator Summary Number of Positive Results =21 Number of Results Needing Improvement =13

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	21	30	70.0	☹
	Planned Discharges	80	75.5	35	35	100.0	☺
	14-Day Follow-up	25	36.8	24	24	100.0	☺
	Initiation of Treatment		15.6	30	35	85.7	☺
	Engagement in Treatment		12.7	26	35	74.3	☺
Residential	Readmissions within 30 days	2	1.7	2	218	0.9	☺
	Readmissions within 90 days	6	3.5	7	218	3.2	☺
	Level of Functioning Improvement	80	74.4	117	147	79.6	☹
	Planned Discharges	85	74.0	113	147	76.9	☹
	14-Day Followup	35	27.4	19	110	17.3	☹
	Initiation of Treatment		98.9	134	135	99.3	☺
	Engagement in Treatment		12.2	27	135	20.0	☺
Halfway	Level of Functioning Improvement	80	69.3	13	17	76.5	☹
	Planned Discharges	90	34.6	10	24	41.7	☹
	Employment	80	48.6	4	16	25.0	☹
	Initiation of Treatment		99.0	23	24	95.8	☹
	Engagement in Treatment		96.6	23	24	95.8	☹
Outpatient	Level of Functioning Improvement	30	48.3	273	449	60.8	☺
	Planned Discharges	35	45.9	179	423	42.3	☺
	Employment	20	16.8	41	249	16.5	☹
	Initiation of Treatment		77.6	338	457	74.0	☹
	Engagement in Treatment		62.6	242	457	53.0	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	76	2	2.6	☺	
	Incarceration	13.0	137	9	6.6	☺	
Post Discharge	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment			
			1,036	7	0.7	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	DUI Convictions	-7.16%	7.34%	3.47%	-3.86%	☹	
	Incarceration	-1.38%	13.22%	3.57%	-9.65%	☺	
	Median Wages	\$376.90	\$1,486.00	\$2,118.50	\$632.40	☺	
	Clients With Wages	-2.49%	44.02%	42.47%	-1.54%	☺	
Satisfaction	91.9	140	147	95.2	☺		
Favorable Outcomes	94.8	170	174	97.7	☺		
Service Quality	93.0	134	138	97.1	☺		
Favorable Time to First Service	92.4	169	177	95.5	☺		
Convenient Time	92.3	167	177	94.4	☺		

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

Long-Term Outcome Notes:

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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

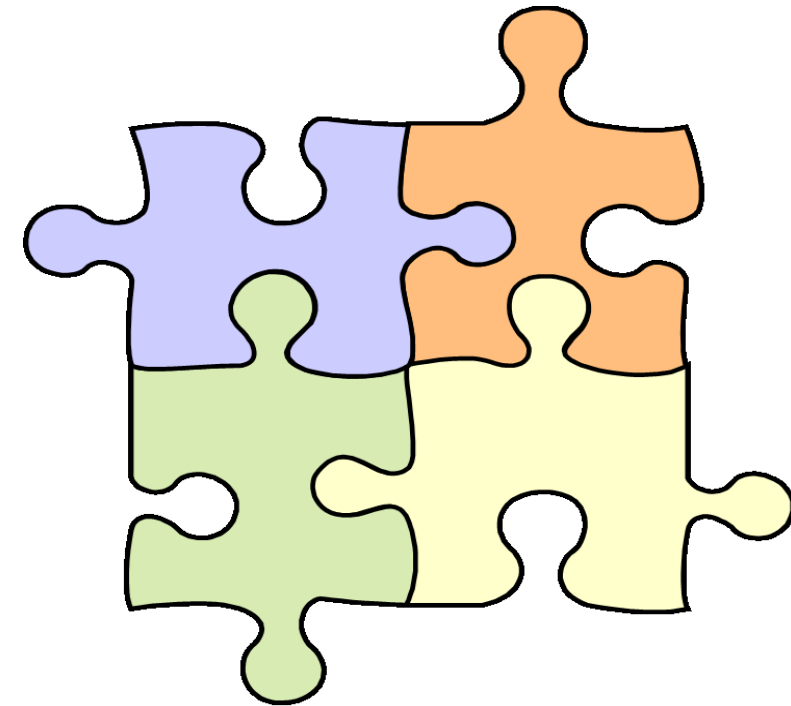
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ROADBACK, INC. (657)

Clients Admitted and Served at the Agency (CY02)
388

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	64	36	10	16	58	59	19	18	0	4	33.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	28.6	17.8	76	24	30	22	10	1.5	3.1	66.2	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	1	0	2	2	0	0	0	0	0	\$718,681.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	271	0	136
Units of Service	1,297	0	8,967
Avg Hours Per Client	4.8	0.0	65.9
Avg Daily Census	4	0	25

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	154	35.2	64.5			65.7	48	33.6	35.5			37.6
61 Completed Court Commitment			0.1			2.3	4	2.8	2.7			4.5
62 Left ACA/ 90 Days	187	42.7	10.1			7.3	17	11.9	12.1			23.8
63 Moved	7	1.6	0.2			0.5	16	11.2	9.1			3.2
64 Transferred	73	16.7	3.7			2.7	2	1.4	7.6			5.6
65 Incarcerated	1	0.2	0.2			0.1	2	1.4	1.1			3.1
66 Broke Rules	14	3.2	2.1			8.8	47	32.9	19.7			4.9
67 AWOL	1	0.2	18.6			11.3	7	4.9	11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment	1	0.2	0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ROADBACK, INC. (657)

All Clients
Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =17

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	74.1	156	219	71.2	☹
	Planned Discharges	80	75.5	130	269	48.3	☹
	14-Day Follow-up	25					
	Initiation of Treatment		15.6	35	234	15.0	☹
	Engagement in Treatment		12.7	32	234	13.7	☺
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80	69.3	54	84	64.3	☹
	Planned Discharges	90	34.6	30	108	27.8	☹
	Employment	80	48.6	20	55	36.4	☹
Outpatient	Initiation of Treatment		99.0	70	70	100.0	☺
	Engagement in Treatment		96.6	70	70	100.0	☺
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)							
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	21	3	14.3	☹	
Incarceration	13.0	9	3	33.3	☹		
Post Discharge							
	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg	
			241	2	0.8	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	8.71%	6.22%	-2.49%	☹	
	Incarceration	-1.38%	3.73%	5.39%	1.66%	☹	
	Median Wages	\$376.90	\$1,387.10	\$1,670.90	\$283.80	☹	
	Clients With Wages	-2.49%	52.28%	46.89%	-5.39%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	15	17	88.2	☹	
	Favorable Outcomes	94.8	12	17	70.6	☹	
	Service Quality	93.0	12	16	75.0	☹	
	Favorable Time to First Service	92.4	16	18	88.9	☹	
	Convenient Time	92.3	14	18	77.8	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

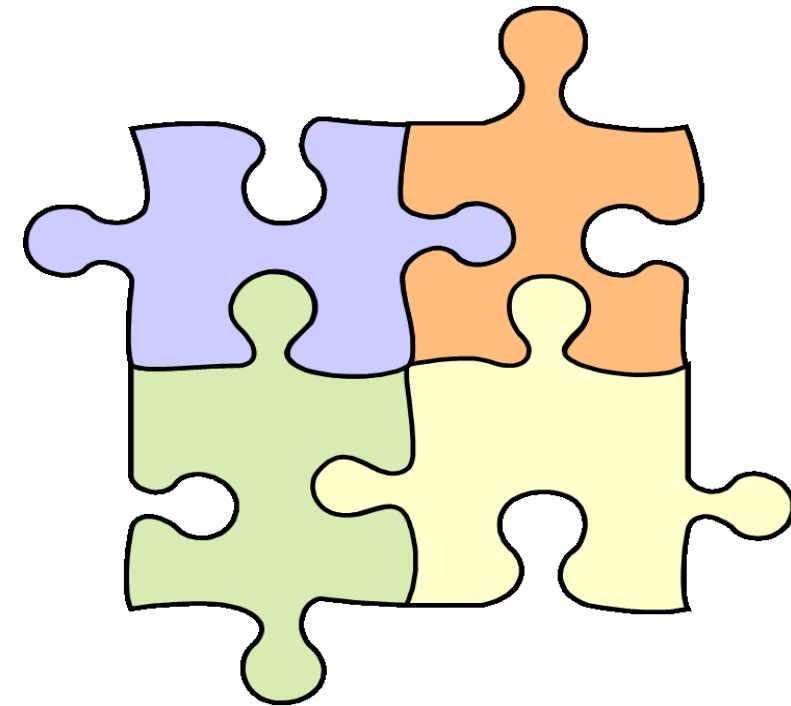
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Oklahoma Department of Mental Health and Substance Abuse Services

HOUSE OF HOPE INC (660)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HOUSE OF HOPE INC (660)

Clients Admitted and Served at the Agency (CY02)
152

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	97	3	6	20	59	76	5	15	3	1	5.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	39.5	23.7	71	19	11	28	20	0.0	1.3	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	0	1	1	1	0	0	0	0	\$175,918.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	124	30
Units of Service	0	2,997	325
Avg Hours Per Client	0.0	24.2	10.8
Avg Daily Census	0	8	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	104	90.4	65.7			35.5	11	37.9	37.6
61 Completed Court Commitment			0.1			2.3			2.7	3	10.3	4.5
62 Left ACA/ 90 Days			10.1	9	7.8	7.3			12.1	9	31.0	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	1	3.4	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	1	0.9	8.8			19.7			4.9
67 AWOL			18.6	1	0.9	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	5	17.2	7.4
91 Administrative Discharge												4.6

Count Percent
 Clients Not Seen Within 90 Days 8 5.6

General Notes:

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

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

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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HOUSE OF HOPE INC (660)

All Clients

Indicator Summary Number of Positive Results =17 Number of Results Needing Improvement =6

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6	3.5	2	124	1.6	☺
	Level of Functioning Improvement	80	74.4	107	112	95.5	☺
	Planned Discharges	85	74.0	101	112	90.2	☺
	14-Day Followup	35	27.4	1	13	7.7	☹
	Initiation of Treatment		98.9	81	81	100.0	☺
	Engagement in Treatment		12.2	2	81	2.5	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	18	21	85.7	☺
	Planned Discharges	35	45.9	9	21	42.9	☺
	Employment	20	16.8	4	5	80.0	☺
	Initiation of Treatment		77.6	16	16	100.0	☺
	Engagement in Treatment		62.6	14	16	87.5	☺
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	26	4	15.4	☹	
	Incarceration	13.0	6	2	33.3	☹	
Post Discharge	# Clients in Year before Treatment			# Deaths in Year After Treatment			
	Mortality	1.0	109	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions		-7.16%	23.85%	1.01%	-12.84%	☺	
Incarceration		-1.38%	5.50%	10.09%	4.59%	☹	
Median Wages		\$376.90	\$2,697.00	\$2,275.00	-\$422.00	☹	
Clients With Wages		-2.49%	53.21%	51.38%	-1.83%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9	68	69	98.6	☺	
Favorable Outcomes		94.8	76	76	100.0	☺	
Service Quality		93.0	66	67	98.5	☺	
Favorable Time to First Service		92.4	75	75	100.0	☺	
Convenient Time		92.3	74	75	98.7	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

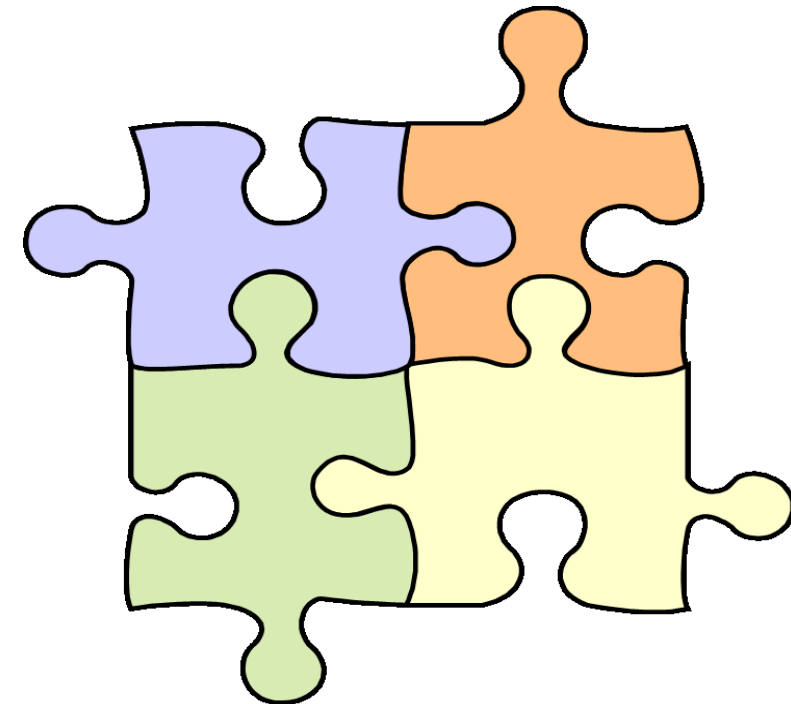
Consumer Survey Notes:

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 NEXT STEP NETWORK, INC. (661)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE NEXT STEP NETWORK, INC. (661)

Clients Admitted and Served at the Agency (CY02)
177

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	70	30	4	37	52	81	1	2	1	16	4.3	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	26.5	18.4	69	26	12	41	9	1.1	20.0	0.0		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	6	0	0	6	0	0	0	0	3	\$331,758.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 108	Clients 71
Units of Service	0	Units of Service 3,487	Units of Service 1,326
Avg Hours Per Client	0.0	Avg Days Per Client 32.3	Avg Hours Per Client 18.7
Avg Daily Census	0	Avg Daily Census 10	Avg Daily Census 4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	77	71.3	65.7			35.5	45	60.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7	3	4.0	4.5
62 Left ACA/ 90 Days			10.1	24	22.2	7.3			12.1	17	22.7	23.8
63 Moved			0.2			0.5			9.1	3	4.0	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	3	4.0	3.1
66 Broke Rules			2.1	5	4.6	8.8			19.7	2	2.7	4.9
67 AWOL			18.6	2	1.9	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	2	2.7	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	8	4.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE NEXT STEP NETWORK, INC. (661)

All Clients

Indicator Summary Number of Positive Results =14 Number of Results Needing Improvement =9

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	5	108	4.6	☹
	Readmissions within 90 days	6	3.5	7	108	6.5	☹
	Level of Functioning Improvement	80	74.4	60	102	58.8	☹
	Planned Discharges	85	74.0	71	102	69.6	☹
	14-Day Followup	35					
	Initiation of Treatment		98.9	93	95	97.9	☹
	Engagement in Treatment		12.2	10	95	10.5	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	26	48	54.2	☺
	Planned Discharges	35	45.9	35	50	70.0	☺
	Employment	20	16.8	1	11	9.1	☹
	Initiation of Treatment		77.6	49	54	90.7	☺
	Engagement in Treatment		62.6	46	54	85.2	☺
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	31	3	9.7	☹	
	Incarceration	13.0	8	1	12.5	☺	
Post Discharge	# Clients in Year before Treatment		120	# Deaths in Year After Treatment			
	Mortality	1.0		1	0.8	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	25.83%	8.33%	-17.50%	☺	
	Incarceration	-1.38%	6.67%	3.33%	-3.33%	☺	
	Median Wages	\$376.90	\$1,789.10	\$2,992.70	\$1,203.60	☺	
	Clients With Wages	-2.49%	52.50%	52.50%	0.00%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	74	77	96.1	☺	
	Favorable Outcomes	94.8	85	90	94.4	☹	
	Service Quality	93.0	54	56	96.4	☺	
	Favorable Time to First Service	92.4	89	91	97.8	☺	
	Convenient Time	92.3	91	92	98.9	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

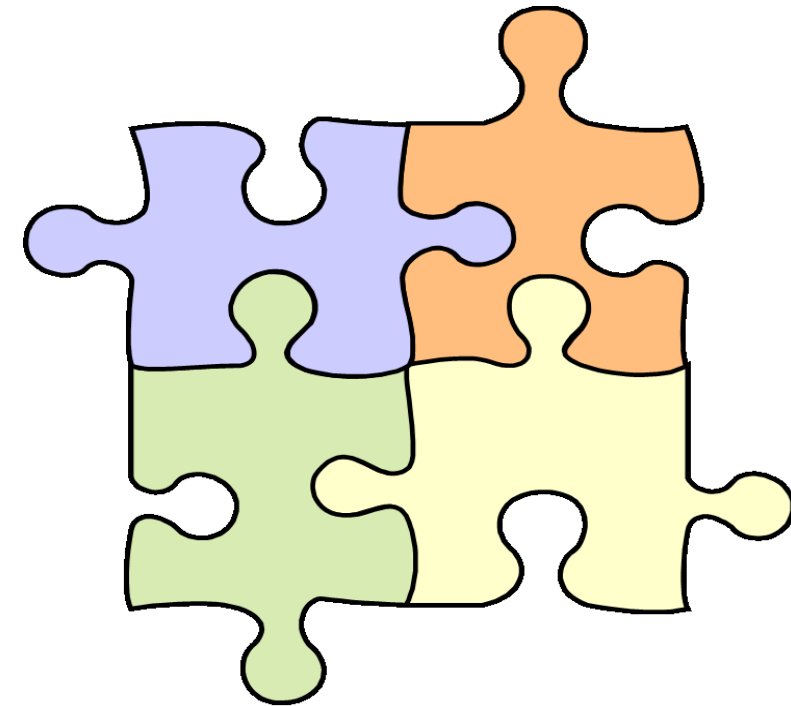
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

BRIDGEWAY (663)

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 BRIDGEWAY (663)**

**Clients Admitted and Served
 at the Agency (CY02)
 43**

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	86	14	0	19	63	74	12	5	0	2	46.5
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	39.5	9.3	70	16	21	23	9	0.0	25.6	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	1	0	1	0	0	0	0	0	\$94,324.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	16
Units of Service	0	0	305
Avg Hours Per Client	0.0	0.0	19.0
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7	7	24.1	35.5	3	18.8	37.6
61 Completed Court Commitment			0.1			2.3	1	3.4	2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	2	12.5	23.8
63 Moved			0.2			0.5	10	34.5	9.1			3.2
64 Transferred			3.7			2.7	2	6.9	7.6	1	6.3	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8	8	27.6	19.7	10	62.5	4.9
67 AWOL			18.6			11.3	1	3.4	11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 BRIDGEWAY (663)**

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =14

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80	69.3	15	22	68.2	☹
	Planned Discharges	90	34.6	5	27	18.5	☹
	Employment	80	48.6	13	18	72.2	☹
Outpatient	Initiation of Treatment		99.0	23	23	100.0	☺
	Engagement in Treatment		96.6	23	23	100.0	☺
	Level of Functioning Improvement	30	48.3	4	14	28.6	☹
	Planned Discharges	35	45.9	2	15	13.3	☹
	Employment	20	16.8	4	8	50.0	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	12	13	92.3	☺
	Engagement in Treatment		62.6	11	13	84.6	☺
	Level of Functioning Improvement						
	Planned Discharges						
	Employment						
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	2	1	50.0	☹	
Post Discharge	Incarceration	13.0	2	0	0.0	☺	
	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	11.11%	1.11%	0.00%	☹	
	Incarceration	-1.38%	11.11%	11.11%	0.00%	☹	
	Median Wages	\$376.90	\$1,882.30	\$1,524.00	-\$358.30	☹	
	Clients With Wages	-2.49%	66.67%	83.33%	16.67%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	32	45	71.1	☹	
	Favorable Outcomes	94.8	37	45	82.2	☹	
	Service Quality	93.0	31	42	73.8	☹	
	Favorable Time to First Service	92.4	36	45	80.0	☹	
	Convenient Time	92.3	36	44	81.8	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

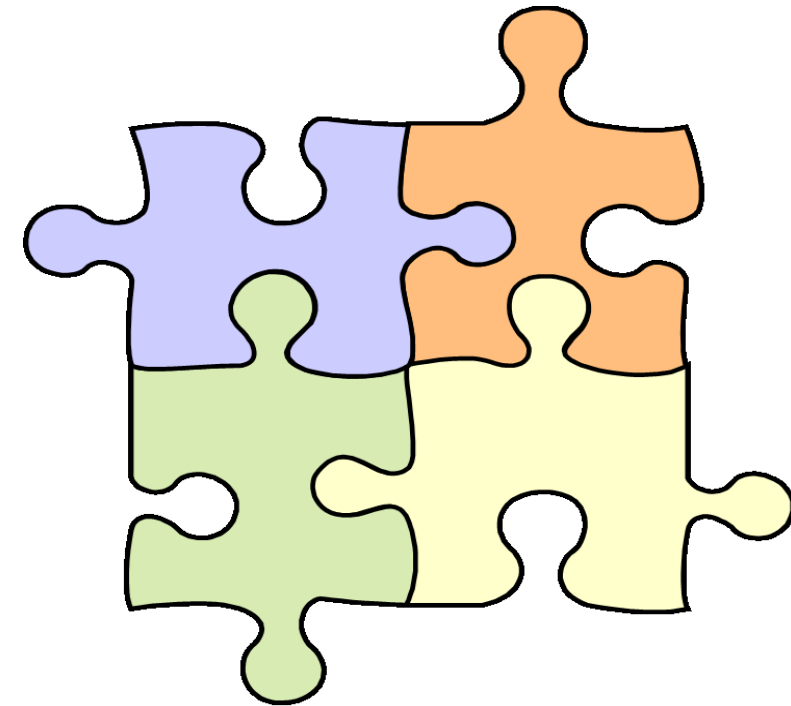
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
YWCA CRISIS CENTER (671)

Clients Admitted and Served at the Agency (CY02)
32
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	36	64	58	15	24	70	9	18	0	0	100.0	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	48.5	36.4	24	33	12	24	64	0.0	0.0	0.0		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	\$204,184.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	32
Units of Service	0	0	3,176
Avg Hours Per Client	0.0	0.0	99.3
Avg Daily Census	0	0	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7	16	100.0	35.5			37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	11	45.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
YWCA CRISIS CENTER (671)

All Clients
Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =4

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90	34.6	6	6	100.0	☺
	Employment	80					
	Initiation of Treatment		99.0	9	9	100.0	☺
	Engagement in Treatment		96.6	9	9	100.0	☺
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions	6.8		1	0	0.0	☺
	Incarceration						
Post Discharge	Mortality	1.0		6	0	0.0	☺
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	16.67%	0.00%	-16.67%	☺	
	Incarceration						
	Median Wages	\$376.90	\$334.30	\$1,309.90	\$975.70	☺	
	Clients With Wages	-2.49%	66.67%	66.67%	0.00%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	1	2	50.0	☹	
	Favorable Outcomes	94.8	2	2	100.0	☺	
	Service Quality	93.0	1	2	50.0	☹	
	Favorable Time to First Service	92.4	1	2	50.0	☹	
	Convenient Time	92.3	1	2	50.0	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

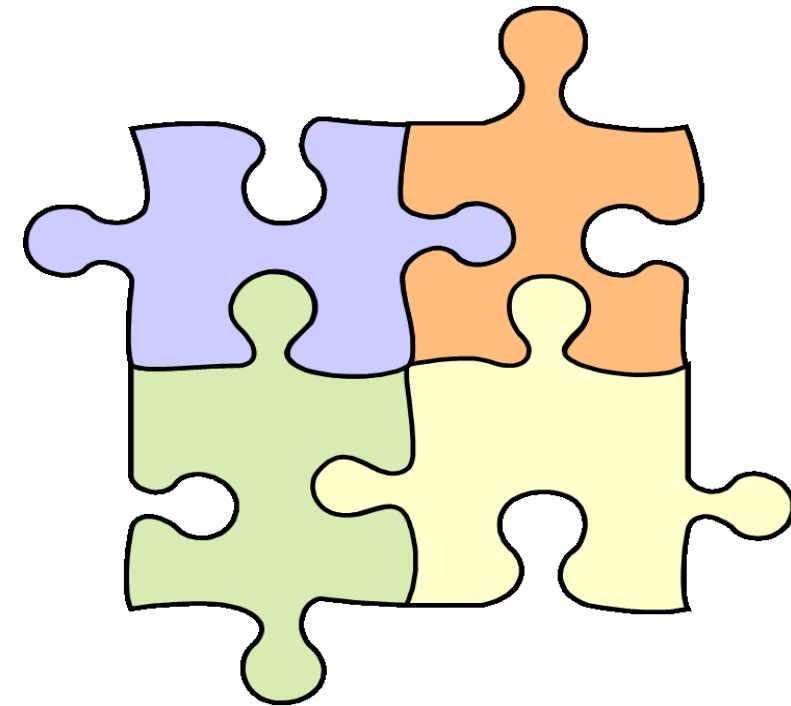
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

Clients Admitted and Served
at the Agency (CY02)
166

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	93	7	0	26	70	59	19	7	1	13	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16.3	4.8	69	16	2	47	31	0.0	0.6	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	3	7	4	0	14	0	0	0	0	0	\$105,976.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	166
Units of Service	0	0	2,571
Avg Hours Per Client	0.0	0.0	15.5
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	2	40.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	1	20.0	4.9
67 AWOL			18.6			11.3			11.0	2	40.0	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	123	95.3

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

All Clients

Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =9

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	2	5	40.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	76	130	58.5	☹
	Engagement in Treatment		62.6	60	130	46.2	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	5	0	0.0	☺	
	Incarceration	13.0	1	0	0.0	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment					
	Mortality	1.0	119	1	0.8	☺	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	4.20%	3.36%	-0.84%	☹	
	Incarceration	-1.38%	0.84%	3.36%	2.52%	☹	
	Median Wages	\$376.90	\$3,012.40	\$2,600.50	-\$411.90	☹	
	Clients With Wages	-2.49%	39.50%	40.34%	0.84%	☺	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	39	41	95.1	☺	
	Favorable Outcomes	94.8	32	40	80.0	☹	
	Service Quality	93.0	30	36	83.3	☹	
	Favorable Time to First Service	92.4	36	41	87.8	☹	
	Convenient Time	92.3	34	42	81.0	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

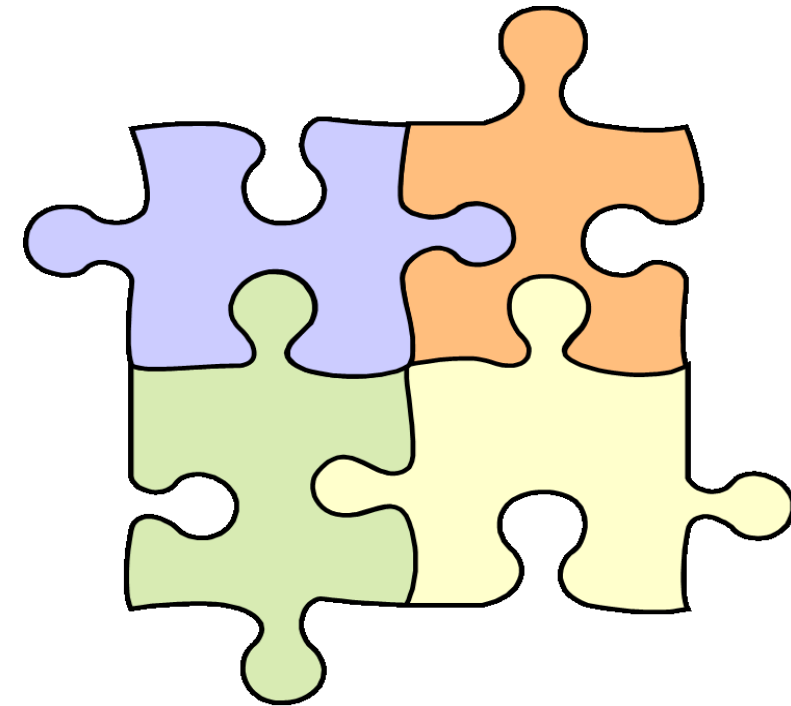
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

Clients Admitted and Served at the Agency (CY02)
158

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	56	44	1	37	55	58	3	30	0	3	1.8	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	29.1	21.8	53	34	4	40	35	3.6		13.3	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
1	1	6	2	0	10	1	0	2	0	4	\$99,000.00	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	158
Units of Service	0	0	3,869
Avg Hours Per Client	0.0	0.0	24.5
Avg Daily Census	0	0	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	24	14.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7	17	10.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	36	21.3	23.8
63 Moved			0.2			0.5			9.1	1	0.6	3.2
64 Transferred			3.7			2.7			7.6	67	39.6	5.6
65 Incarcerated			0.2			0.1			1.1	15	8.9	3.1
66 Broke Rules			2.1			8.8			19.7	1	0.6	4.9
67 AWOL			18.6			11.3			11.0	1	0.6	4.9
68 Death			0.0			0.0			0.3	1	0.6	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	6	3.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	42	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	37	79	46.8	☺
	Planned Discharges	35	45.9	19	108	17.6	☹
	Employment	20	16.8	28	52	53.8	☺
	Initiation of Treatment		77.6	58	80	72.5	☹
	Engagement in Treatment		62.6	40	80	50.0	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

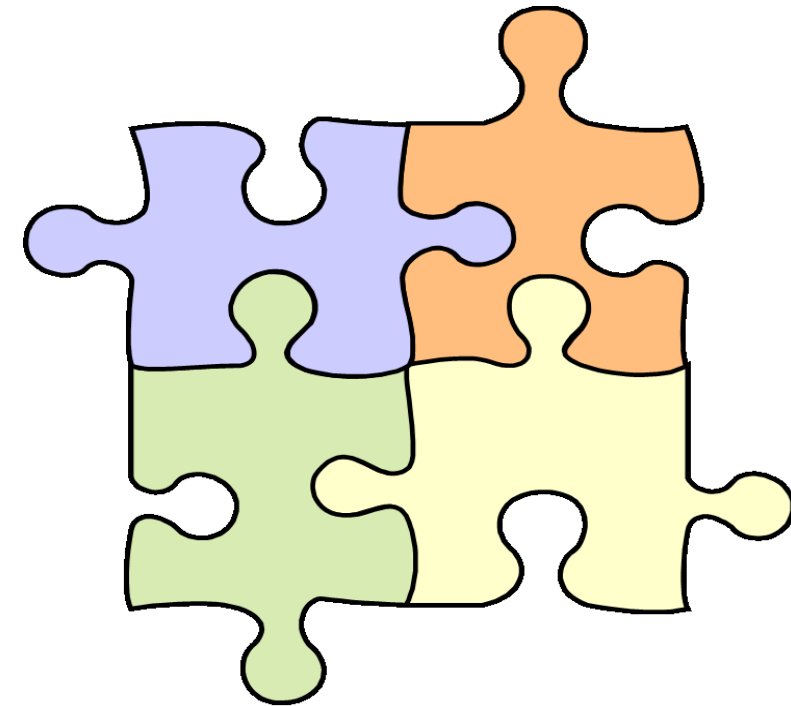
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

WOMEN IN SAFE HOMES, INC. (694)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
WOMEN IN SAFE HOMES, INC. (694)

Clients Admitted and Served at the Agency (CY02)
33

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	6	94	0	15	82	82	0	18	0	0	6.1	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	57.6	54.5	18	76	18	39	27	0.0	9.1	0.0		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	1	0	2	0	0	3	0	0	0	0	0	\$163,333.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	33
Units of Service	0	0	4,356
Avg Hours Per Client	0.0	0.0	132.0
Avg Daily Census	0	0	12

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	24	85.7	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	1	3.6	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	3	10.7	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	1	3.6

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
WOMEN IN SAFE HOMES, INC. (694)

All Clients

Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	21	24	87.5	☺
	Employment	20	16.8	2	19	10.5	☹
	Initiation of Treatment		77.6	26	30	86.7	☺
	Engagement in Treatment		62.6	26	30	86.7	☺
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	1	1	100.0	☹	
	Incarceration						
Post Discharge	Mortality	1.0	27	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	DUI Convictions	-7.16%	3.70%	3.70%	0.00%	☹	
	Incarceration						
	Median Wages	\$376.90	\$1,230.90	\$2,205.50	\$974.60	☺	
	Clients With Wages	-2.49%	51.85%	62.96%	11.11%	☺	
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

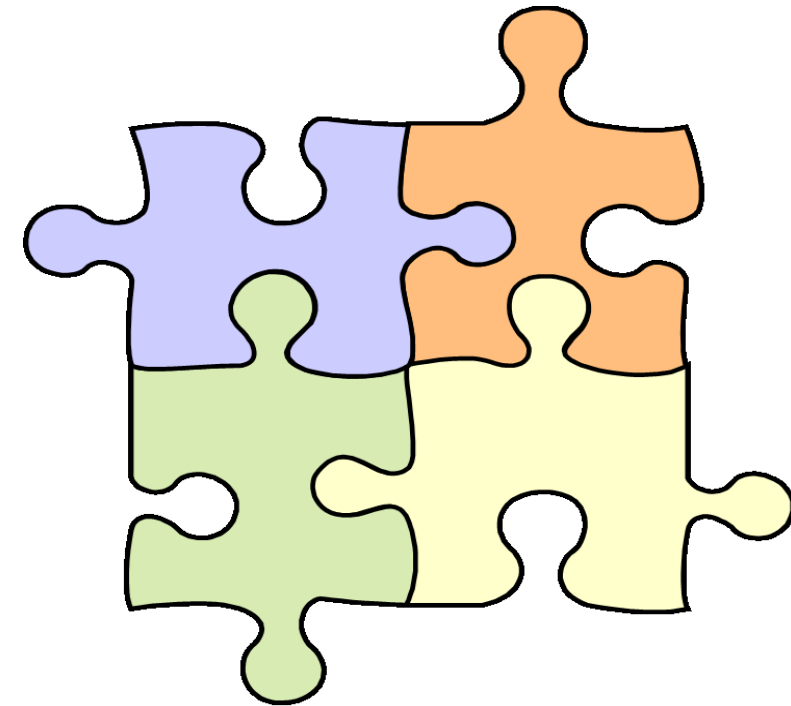
Consumer Survey Notes:

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

MEADOW BROOK RESCARE (765)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MEADOW BROOK RESCARE (765)

Clients Admitted and Served at the Agency (CY02)
17

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	12	88	0	29	71	88	6	6	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	11.8	11.8	100	6	18	59	6	0.0	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	3	2	0	5	2	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	17
Units of Service	0	0	379
Avg Hours Per Client	0.0	0.0	22.3
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5			37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1	15	100.0	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	2	15.4

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MEADOW BROOK RESCARE (765)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

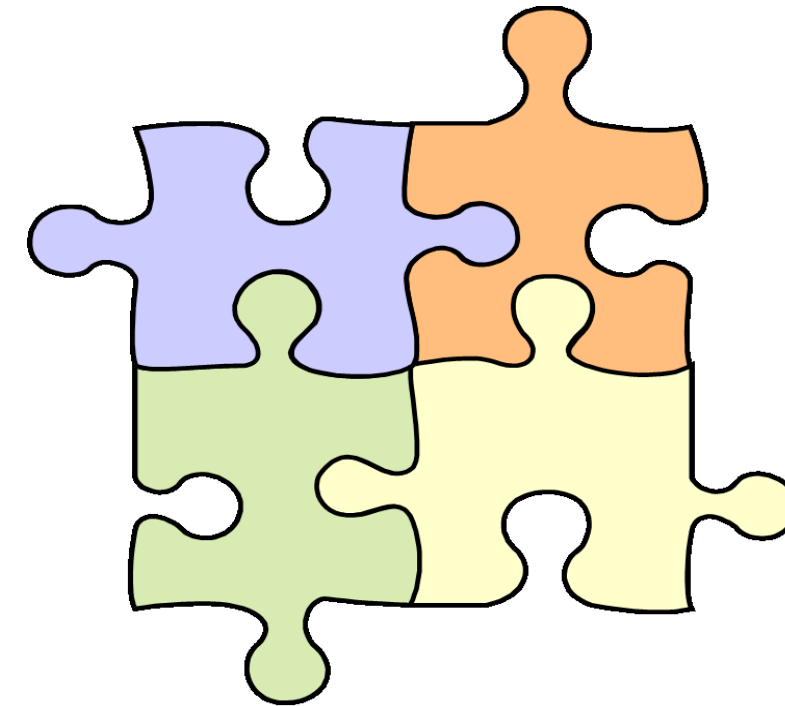
Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	18	18	100.0	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	13	18	72.2	☺
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

MARIE DETTY YOUTH SVC CTR (810)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
MARIE DETTY YOUTH SVC CTR (810)

**Clients Admitted and Served
at the Agency (CY02)**
227

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	5	95	0	37	61	45	30	20	0	4	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9.5	5.2	61	18	6	49	10	11.6	1.3	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
2	0	0	22	1	25	6	0	0	0	3

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	227
Units of Service	0	0	17,440
Avg Hours Per Client	0.0	0.0	76.8
Avg Daily Census	0	0	48

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												
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	183	99.5

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MARIE DETTY YOUTH SVC CTR (810)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	179	182	98.4	☺
	Engagement in Treatment		62.6	173	182	95.1	☺

Long-Term Outcomes (CY00 Clients)

	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism					
DUI Convictions					
Incarceration					
Post Discharge		# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality					

Difference Between Pre & Post Treatment

	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions					
Incarceration					
Median Wages					
Clients With Wages					

Consumer Survey (FY02 Clients)

	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction					
Favorable Outcomes					
Service Quality					
Favorable Time to First Service					
Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

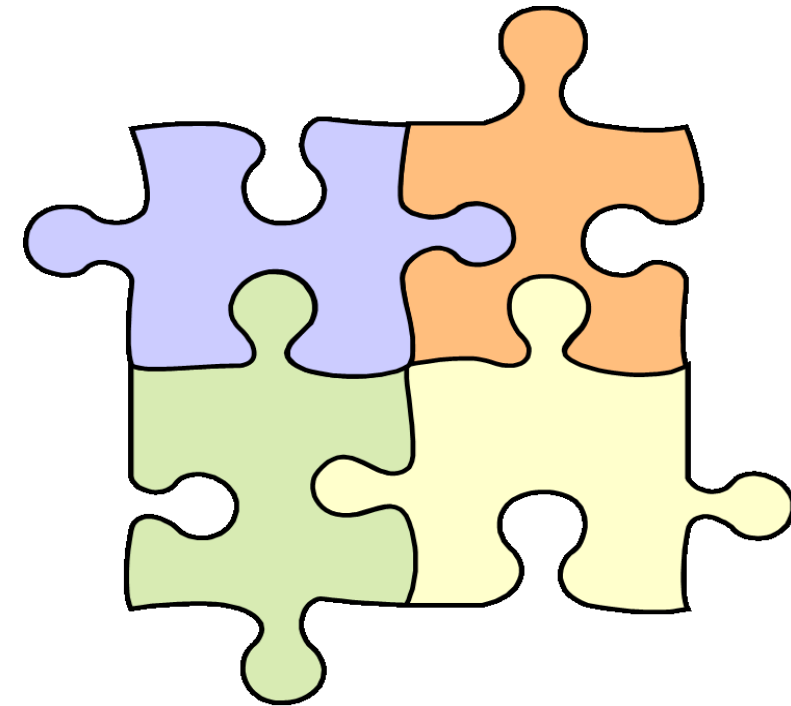
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The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to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

Provider Performance Management Report



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

October 2003

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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EAGLE RIDGE INSTITUTE (820)

Clients Admitted and Served at the Agency (CY02)
196

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	41	59	23	17	55	60	14	11	1	1	7.1	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	38.8	34.2	57	28	19	47	51	6.1		0.0	21.9	
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
2	0	3	7	0	12	2	0	0	0	4	\$880,643.00	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 72	Clients 124
Units of Service	0	Units of Service 9,456	Units of Service 6,175
Avg Hours Per Client	0.0	Avg Days Per Client 131.3	Avg Hours Per Client 49.8
Avg Daily Census	0	Avg Daily Census 26	Avg Daily Census 17

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	41	56.9	65.7			35.5	17	39.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7	2	4.7	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7	4	5.6	2.7			7.6	1	2.3	5.6
65 Incarcerated			0.2			0.1			1.1	1	2.3	3.1
66 Broke Rules			2.1	9	12.5	8.8			19.7	5	11.6	4.9
67 AWOL			18.6	14	19.4	11.3			11.0	15	34.9	4.9
68 Death			0.0			0.0			0.3	1	2.3	0.4
69 Failed to Begin Treatment			0.3	4	5.6	1.3			1.0	1	2.3	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	44	34.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EAGLE RIDGE INSTITUTE (820)

All Clients

Indicator Summary Number of Positive Results =16 Number of Results Needing Improvement =4

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	74.4	12	17	70.6	☹
	Planned Discharges	85	74.0	6	17	35.3	☹
	14-Day Followup	35					
Halfway	Initiation of Treatment		98.9	16	16	100.0	☺
	Engagement in Treatment		12.2	3	16	18.8	☺
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	22	33	66.7	☺
	Planned Discharges	35	45.9	13	33	39.4	☺
	Employment	20	16.8	4	19	21.1	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	75	83	90.4	☺
	Engagement in Treatment		62.6	73	83	88.0	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	2	0	0.0	☺	
	Incarceration						
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg			
Mortality	25	0	0.0	☺			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	8.00%	0.00%	-8.00%	☺	
	Incarceration	-1.38%	0.00%	4.00%	4.00%	☹	
	Median Wages	\$376.90	\$970.60	\$1,495.10	\$524.40	☺	
	Clients With Wages	-2.49%	52.00%	56.00%	4.00%	☺	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	7	7	100.0	☺	
	Favorable Outcomes	94.8	8	8	100.0	☺	
	Service Quality	93.0	3	3	100.0	☺	
	Favorable Time to First Service	92.4	8	8	100.0	☺	
	Convenient Time	92.3	7	8	87.5	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

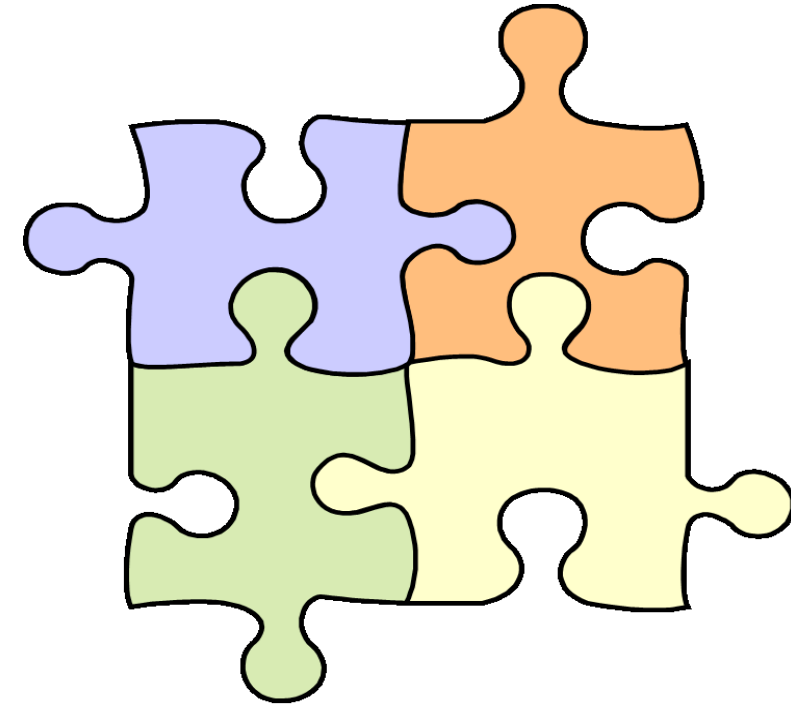
Consumer Survey Notes:

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

LATINO COMMUNITY DEV. AGENCY (845)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LATINO COMMUNITY DEV. AGENCY (845)

Clients Admitted and Served at the Agency (CY02)
42

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	81	19	86	14	0	0	0	2	0	98	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	0.0	0.0	45	0	29	81	2	0.0	2.4	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	0	0	0	1	0	1	0	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	42
Units of Service	0	0	603
Avg Hours Per Client	0.0	0.0	14.4
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5			37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	1	50.0	23.8
63 Moved			0.2			0.5			9.1	1	50.0	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	35	94.6

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LATINO COMMUNITY DEV. AGENCY (845)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	4	4	100.0	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	3	4	75.0	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment				
Mortality							
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions						
	Incarceration						
	Median Wages						
Consumer Survey (FY02 Clients)	Clients With Wages						
	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

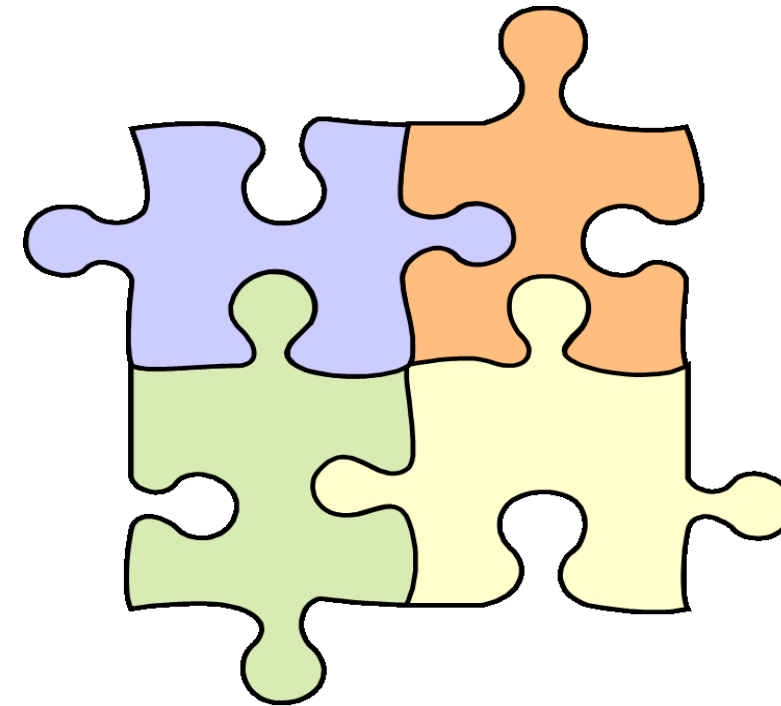
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

COPE, INC. (851)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COPE, INC. (851)

Clients Admitted and Served at the Agency (CY02)
43
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	84	16	0	21	56	44	44	9	0	2	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.9	16.3	23	16	12	47	7	2.3	74.4	4.7
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
4	1	3	5	2	15	0	0	1	0	10

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	43
Units of Service	0	0	1,189
Avg Hours Per Client	0.0	0.0	27.7
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	21	87.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7	1	4.2	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	2	8.3	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	11	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COPE, INC. (851)

All Clients
Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	13	15	86.7	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	9	15	60.0	☹
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

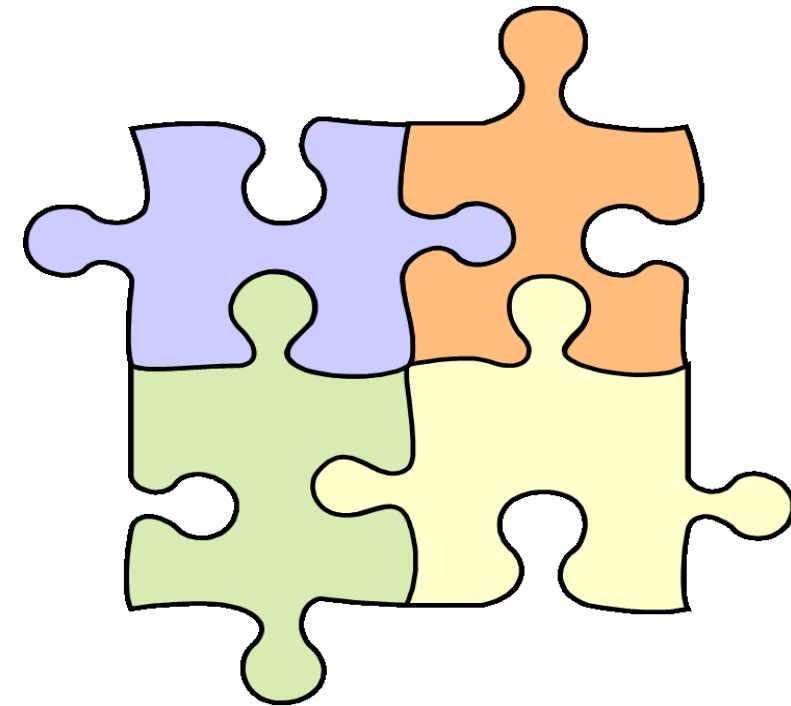
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

Clients Admitted and Served at the Agency (CY02)
448

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	57	43	2	25	60	63	27	6	0	4	0.4
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.8	15.0	67	20	26	59	12	2.7	7.1	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
3	0	9	1	0	13	4	0	1	0	1	\$464,755.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	448
Units of Service	0	0	9,448
Avg Hours Per Client	0.0	0.0	21.1
Avg Daily Census	0	0	26

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	196	45.6	37.6
61 Completed Court Commitment			0.1			2.3			2.7	12	2.8	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	126	29.3	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	16	3.7	5.6
65 Incarcerated			0.2			0.1			1.1	28	6.5	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	1	0.2	4.9
68 Death			0.0			0.0			0.3	3	0.7	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	48	11.2	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	6	1.7

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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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

All Clients

Indicator Summary Number of Positive Results =11 Number of Results Needing Improvement =6

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	137	268	51.1	☺
	Planned Discharges	35	45.9	133	253	52.6	☺
	Employment	20	16.8	38	140	27.1	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	228	345	66.1	☹
	Engagement in Treatment		62.6	197	345	57.1	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	44	3	6.8	☹	
	Incarceration	13.0	24	3	12.5	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg			
Mortality	274	0	0.0	☺			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	16.06%	6.57%	-9.49%	☺	
	Incarceration	-1.38%	8.76%	9.12%	0.36%	☹	
	Median Wages	\$376.90	\$2,336.20	\$2,505.50	\$169.30	☹	
	Clients With Wages	-2.49%	55.84%	49.64%	-6.20%	☹	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	38	38	100.0	☺	
	Favorable Outcomes	94.8	47	47	100.0	☺	
	Service Quality	93.0	31	31	100.0	☺	
	Favorable Time to First Service	92.4	47	47	100.0	☺	
Convenient Time	92.3	48	48	100.0	☺		

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Readmissions within 30/90 Days - 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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 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
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 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
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 - **Mortality** - The percent of clients who died in the year after treatment.

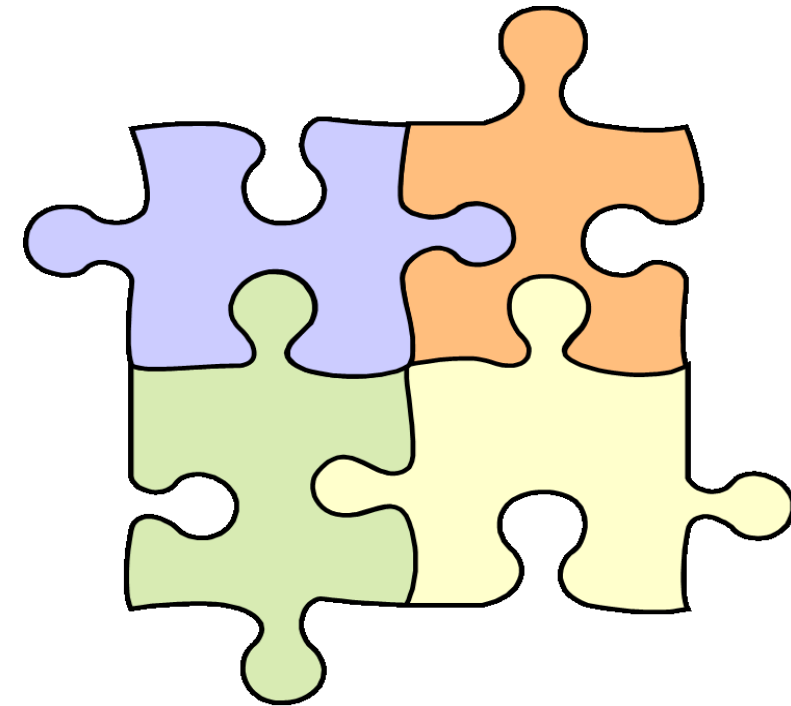
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Oklahoma Department of Mental Health and Substance Abuse Services

HOMINY HEALTH SRVCS CTR INC. (902)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HOMINY HEALTH SRVCS CTR INC. (902)

Clients Admitted and Served at the Agency (CY02)
156

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	49	51	46	17	26	65	2	21	0	0	0.6
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	7.7	3.2	56	1	3	35	47	2.6	0.0	0.6	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	3	1	7	2	0	0	0	1	\$107,221.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	156
Units of Service	0	0	2,645
Avg Hours Per Client	0.0	0.0	17.0
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	49	40.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7	5	4.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	21	17.2	23.8
63 Moved			0.2			0.5			9.1	10	8.2	3.2
64 Transferred			3.7			2.7			7.6	3	2.5	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	3	2.5	4.9
67 AWOL			18.6			11.3			11.0	27	22.1	4.9
68 Death			0.0			0.0			0.3	4	3.3	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	28	31.8

General Notes:

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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HOMINY HEALTH SRVCS CTR INC. (902)

All Clients

Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	22	63	34.9	☺
	Planned Discharges	35	45.9	27	63	42.9	☺
	Employment	20	16.8	4	18	22.2	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	40	44	90.9	☺
	Engagement in Treatment		62.6	29	44	65.9	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
		DUI Convictions					
	Incarceration	13.0	1	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	53	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	0.00%	3.77%	3.77%	☺	
	Incarceration	-1.38%	1.89%	0.00%	-1.89%	☺	
	Median Wages	\$376.90	\$1,500.00	\$1,797.50	\$297.50	☺	
	Clients With Wages	-2.49%	56.60%	58.49%	1.89%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

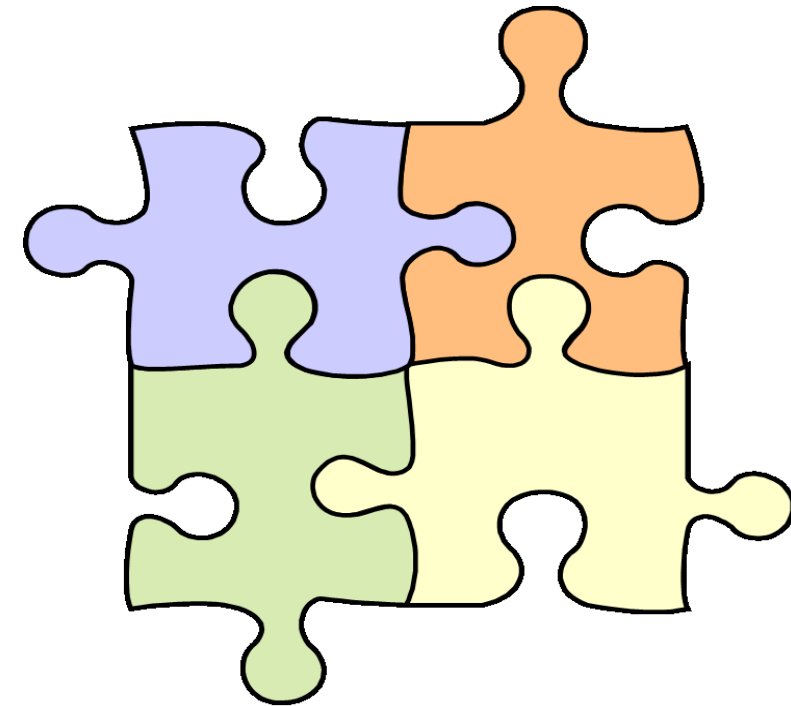
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PALMER DRUG ABUSE PROGRAM INC. (903)

Clients Admitted and Served at the Agency (CY02)
8

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	50	50	0	50	50	0	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	13	0	0	100	0	0.0	0.0	12.5
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	8
Units of Service	0	0	36
Avg Hours Per Client	0.0	0.0	4.4
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	1	14.3	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	1	14.3	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	4	57.1	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	1	14.3	7.4
91 Administrative Discharge												4.6

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PALMER DRUG ABUSE PROGRAM INC. (903)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	10	11	90.9	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	7	11	63.6	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Post Discharge	DUI Convictions						
	Incarceration						
Difference Between Pre & Post Treatment	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	DUI Convictions						
Consumer Survey (FY02 Clients)	Incarceration						
	Median Wages						
	Clients With Wages						
	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

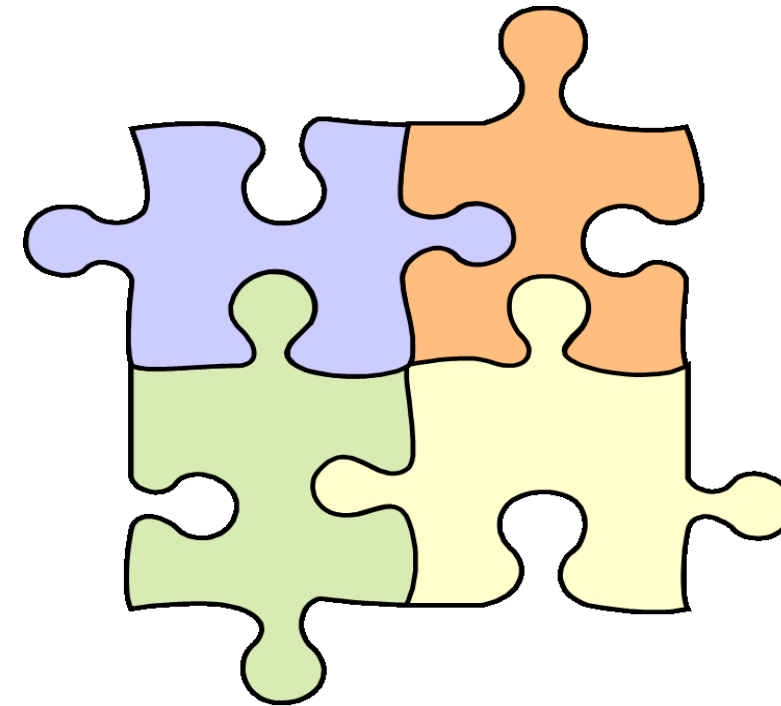
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Oklahoma Department of Mental Health and Substance Abuse Services

METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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

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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.

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- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
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 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
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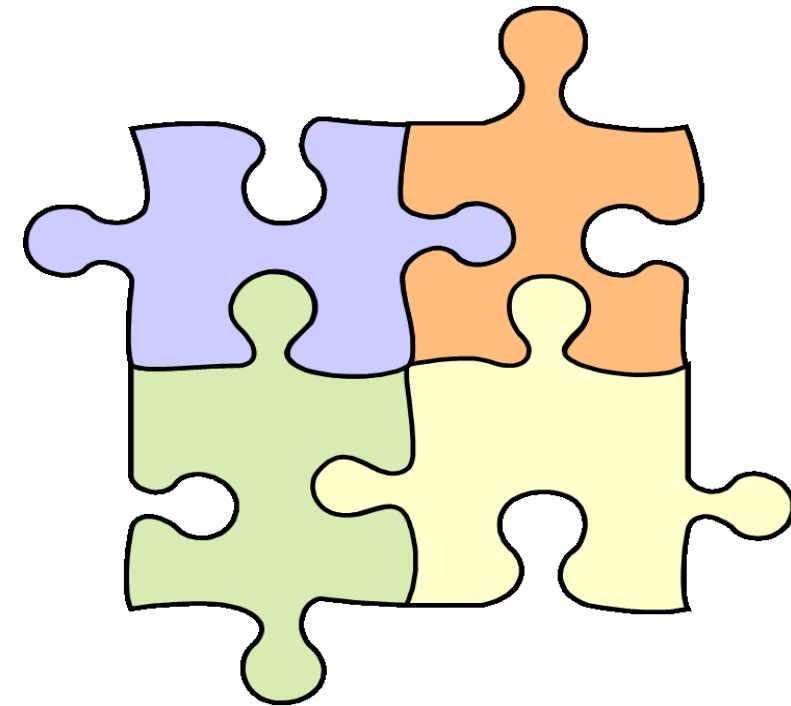
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Oklahoma Department of Mental Health and Substance Abuse Services

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Clients Admitted and Served at the Agency (CY02)
89

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	48	52	4	27	61	51	27	22	0	0	2.2
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	48.3	34.8	31	47	22	54	20	9.0	15.7	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	2	0	6	1	0	2	0	0	\$136,670.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	89
Units of Service	0	0	3,416
Avg Hours Per Client	0.0	0.0	38.4
Avg Daily Census	0	0	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	2	12.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	8	50.0	23.8
63 Moved			0.2			0.5			9.1	1	6.3	3.2
64 Transferred			3.7			2.7			7.6	4	25.0	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	1	6.3	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	28	70.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

All Clients

Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =5

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	4	11	36.4	☺
	Planned Discharges	35	45.9	2	13	15.4	☹
	Employment	20					
	Initiation of Treatment		77.6	62	71	87.3	☺
	Engagement in Treatment		62.6	50	71	70.4	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	1	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	11	1	9.1	☹	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions		-7.16%	9.09%	0.00%	-9.09%	☺	
Incarceration		-1.38%	0.00%	9.09%	9.09%	☹	
Median Wages		\$376.90	\$1,696.30	\$1,116.10	-\$580.20	☹	
Clients With Wages		-2.49%	63.64%	45.45%	-18.18%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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*.

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

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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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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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.

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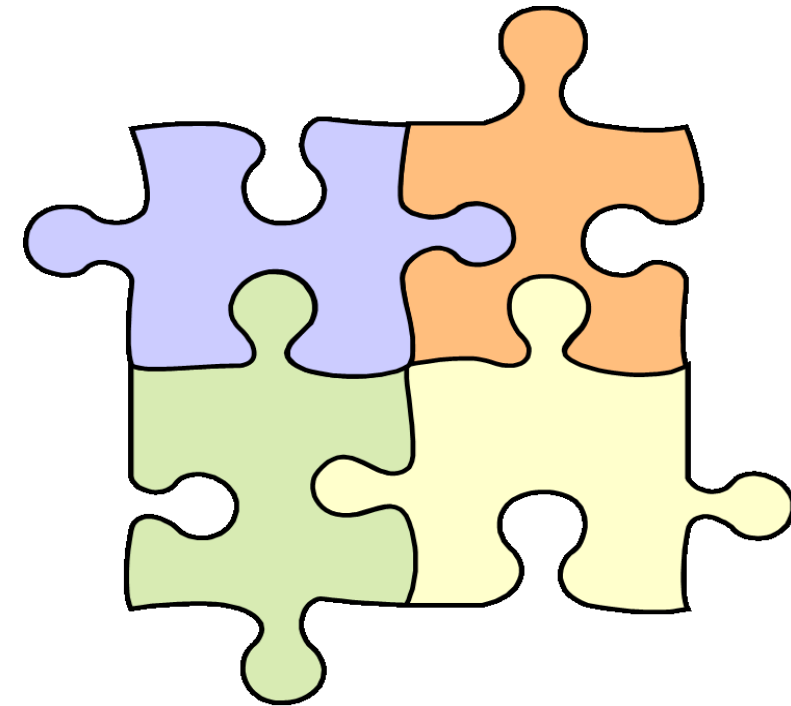
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Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Provider Performance Management Report



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

October 2003

V 1.7

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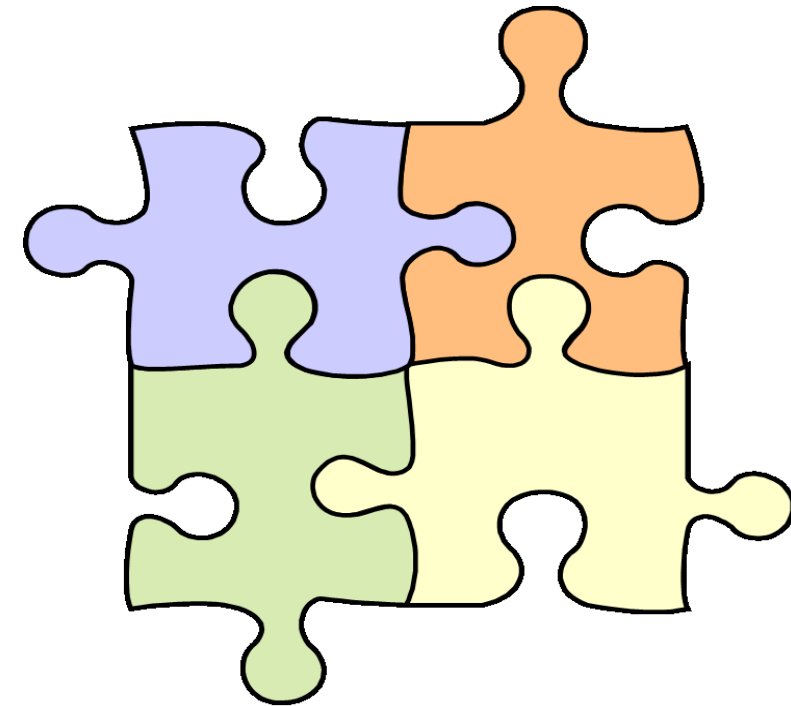
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Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Provider Performance Management Report



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

October 2003

V 1.7

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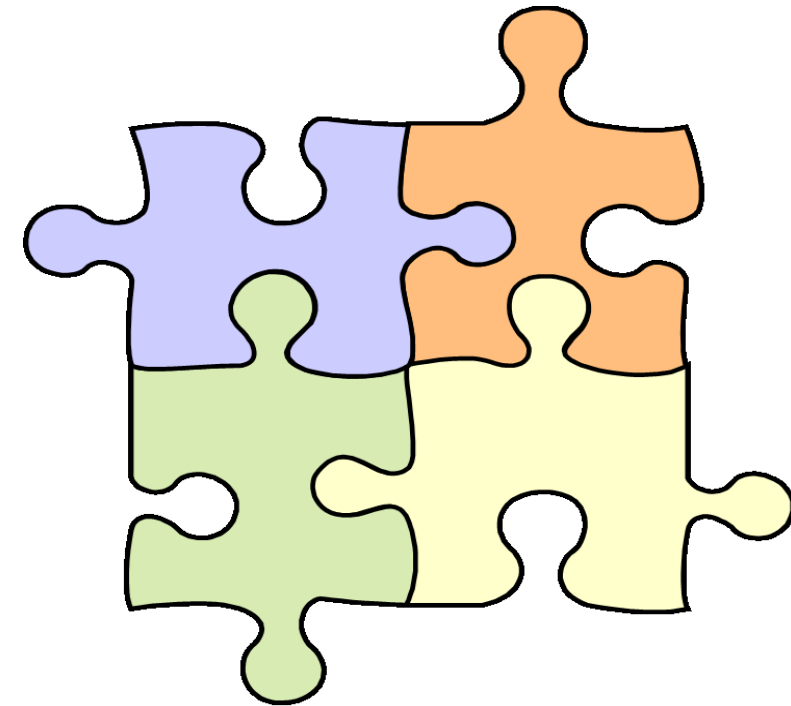
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Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE CO COUNSELING SVC,INC. (908)

Provider Performance Management Report



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

October 2003

V 1.7

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 - o the service was received at a state-operated substance abuse facility under contract source (30, 50, 51 or 52) with a substance abuse service focus code of (06), or;
 - 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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

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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.

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- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
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 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

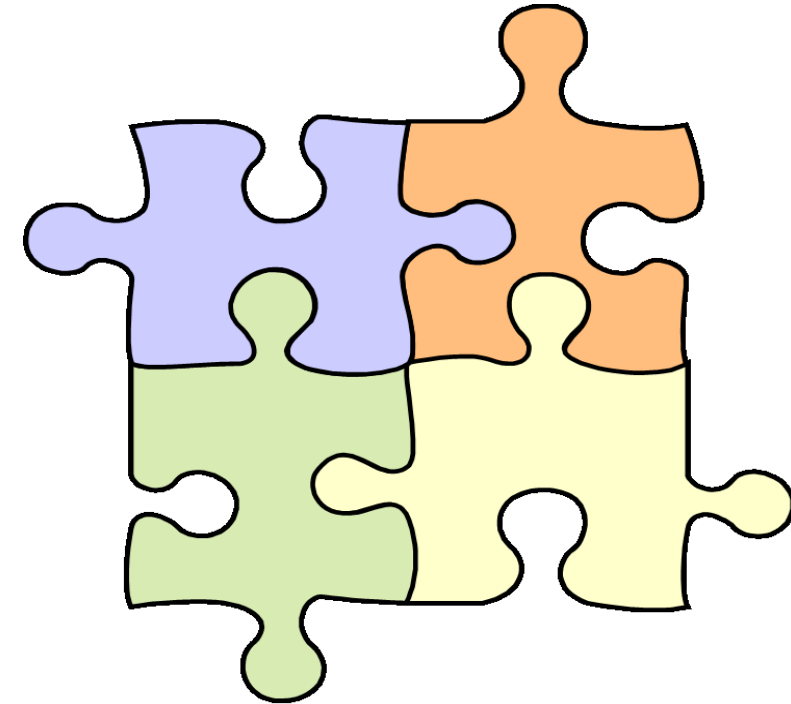
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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).

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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.

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

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- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
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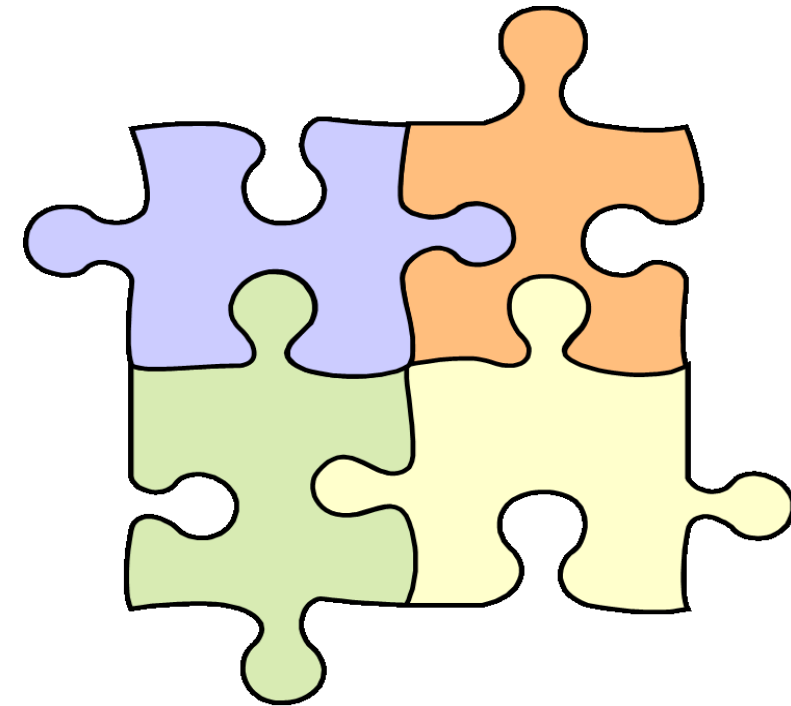
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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

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

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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
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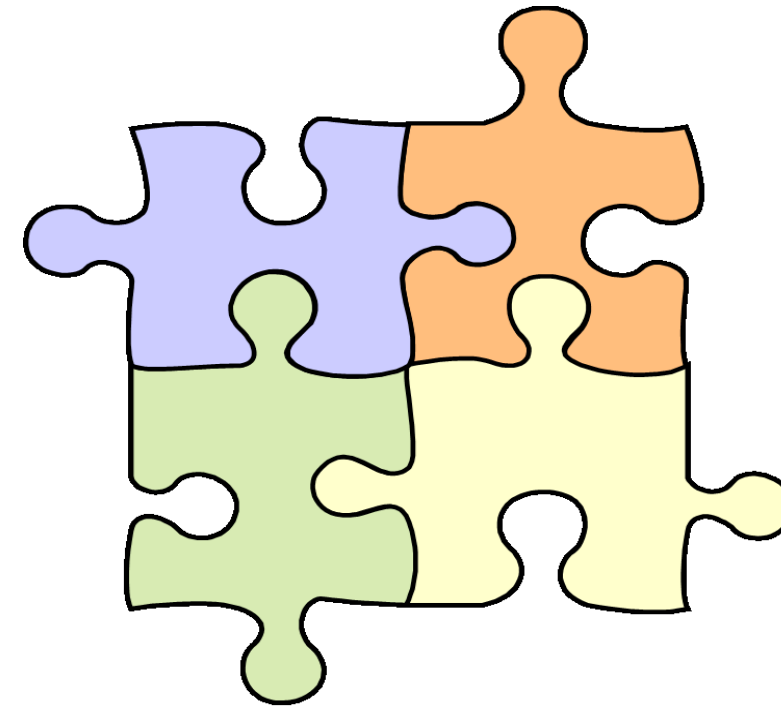
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Oklahoma Department of Mental Health and Substance Abuse Services

TR1-CITY YOUTH & FAMILY CENTER (911)

Provider Performance Management Report



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

October 2003

V 1.7

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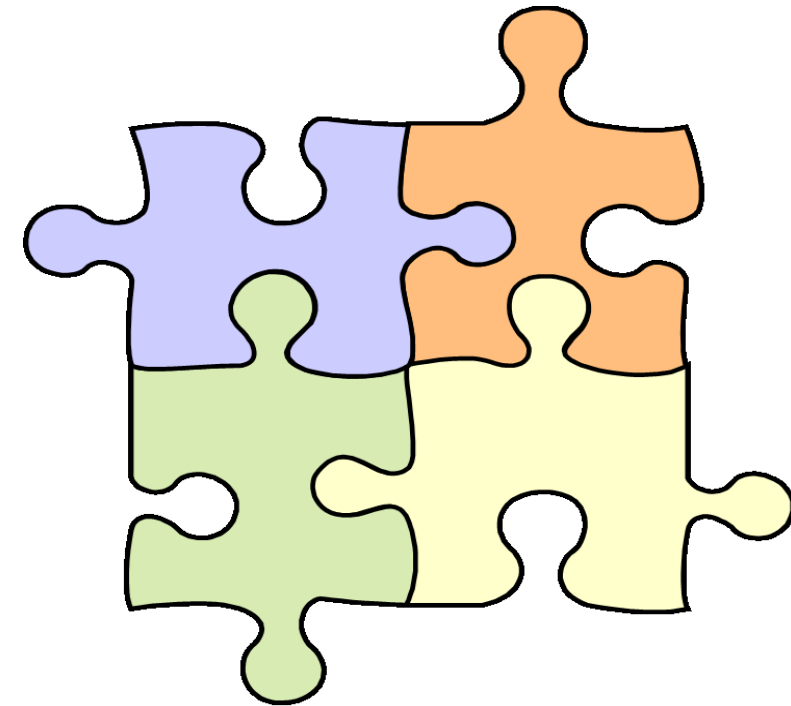
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Oklahoma Department of Mental Health and Substance Abuse Services

STARTING POINT II, INC. (913)

Provider Performance Management Report



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

October 2003

V 1.7

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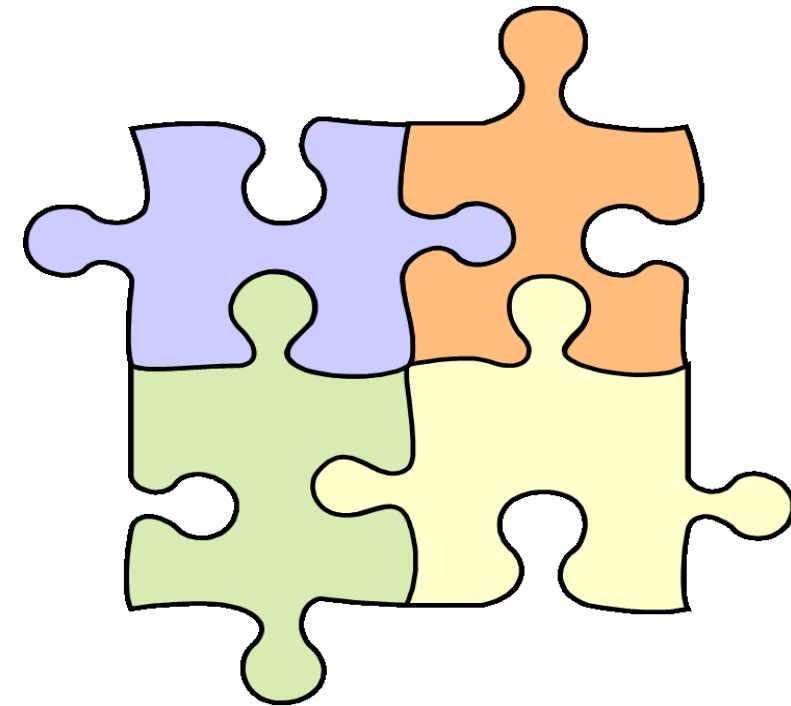
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Oklahoma Department of Mental Health and Substance Abuse Services

ADA AREA CHEMICAL DEP. CTR (914)

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ADA AREA CHEMICAL DEP. CTR (914)**

Clients Admitted and Served
at the Agency (CY02)
122

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	51	49	16	34	43	67	3	17	0	4	0.8
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	25.4	18.9	72	25	7	58	29	4.9	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	0	0	0	2	\$144,916.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	122
Units of Service	0	0	3,269
Avg Hours Per Client	0.0	0.0	26.8
Avg Daily Census	0	0	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	54	43.9	37.6
61 Completed Court Commitment			0.1			2.3			2.7	8	6.5	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	22	17.9	23.8
63 Moved			0.2			0.5			9.1	2	1.6	3.2
64 Transferred			3.7			2.7			7.6	12	9.8	5.6
65 Incarcerated			0.2			0.1			1.1	3	2.4	3.1
66 Broke Rules			2.1			8.8			19.7	3	2.4	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3	1	0.8	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	18	14.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	2	1.9

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ADA AREA CHEMICAL DEP. CTR (914)**

Indicator Number of Positive Number of Results Needing
Summary Results =11 Improvement =6

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	54	68	79.4	☺
	Planned Discharges	35	45.9	37	69	53.6	☺
	Employment	20	16.8	4	25	16.0	☹
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	67	74	90.5	☺
	Engagement in Treatment		62.6	55	74	74.3	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
		DUI Convictions	6.8	23	0	0.0	☺
	Incarceration	13.0	6	1	16.7	☹	
Post Discharge	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment			
			118	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	19.49%	3.39%	-16.10%	☺	
	Incarceration	-1.38%	5.08%	8.47%	3.39%	☹	
	Median Wages	\$376.90	\$2,289.80	\$3,019.10	\$729.30	☺	
	Clients With Wages	-2.49%	61.02%	55.08%	-5.93%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	31	31	100.0	☺	
	Favorable Outcomes	94.8	31	32	96.9	☺	
	Service Quality	93.0	26	26	100.0	☺	
	Favorable Time to First Service	92.4	29	32	90.6	☹	
	Convenient Time	92.3	29	32	90.6	☹	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

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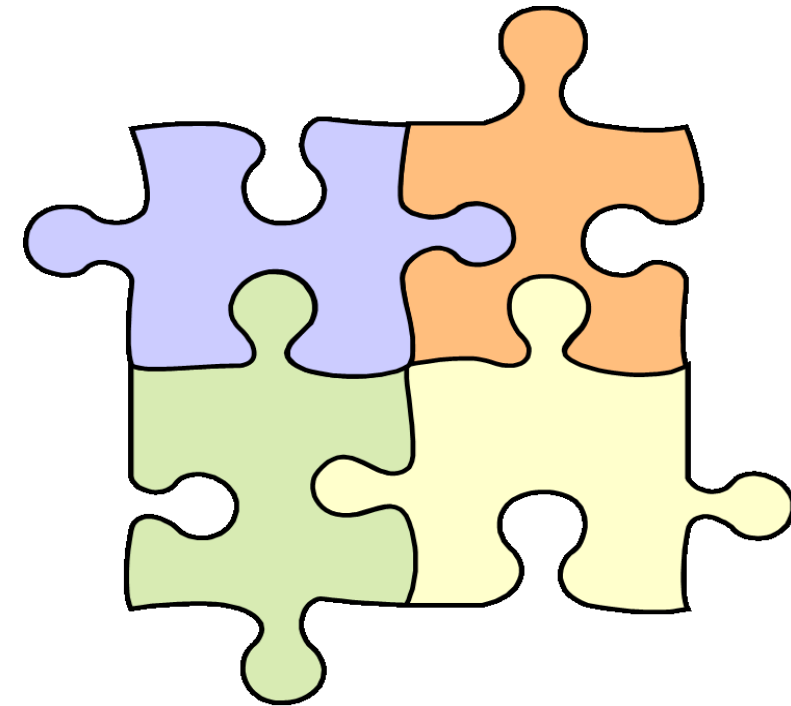
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Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY ALCOHOLISM SERVICES (915)

Provider Performance Management Report



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

October 2003

V 1.7

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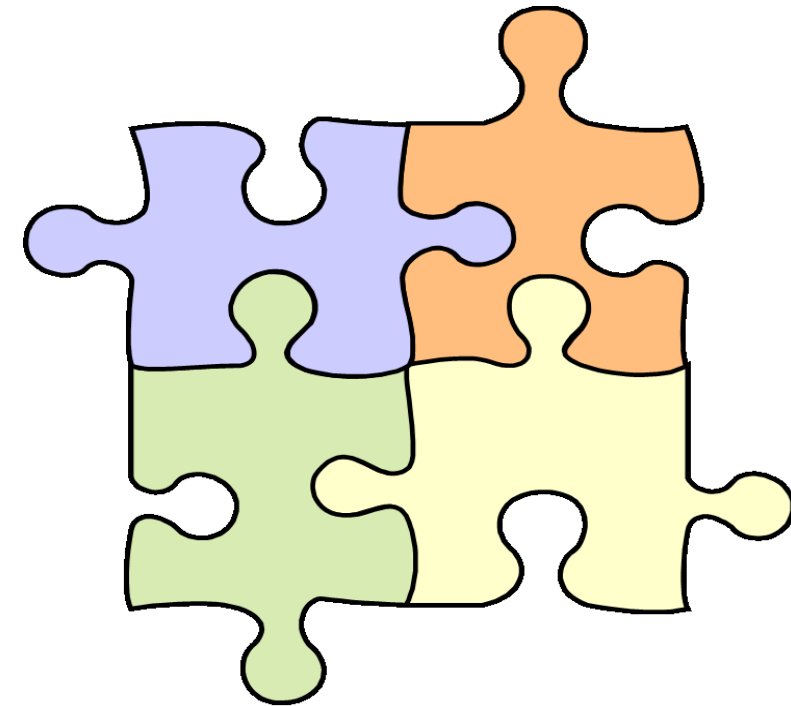
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Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY COUNSELING CENTER (923)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY COUNSELING CENTER (923)

Clients Admitted and Served
 at the Agency (CY02)
20
 All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	55	45	0	0	0	80	10	10	0	0	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	65	0	5	0	70	5.0	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	2	5	0	8	1	0	3	0	0	\$89,882.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	20
Units of Service	0	0	965
Avg Hours Per Client	0.0	0.0	48.3
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5			37.6
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67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge										19	95.0	4.6

	Count	Percent
Clients Not Seen Within 90 Days	3	8.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY COUNSELING CENTER (923)

Indicator Number of Positive Results =3
 Number of Results Needing Improvement =3
 All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)	State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
	Planned Discharges	80				
	14-Day Follow-up	25				
	Initiation of Treatment					
	Engagement in Treatment					
Residential	Readmissions within 30 days	2				
	Readmissions within 90 days	6				
	Level of Functioning Improvement	80				
	Planned Discharges	85				
	14-Day Followup	35				
	Initiation of Treatment					
	Engagement in Treatment					
Halfway	Level of Functioning Improvement	80				
	Planned Discharges	90				
	Employment	80				
	Initiation of Treatment					
	Engagement in Treatment					
Outpatient	Level of Functioning Improvement	30	48.3	9	20	45.0 ☺
	Planned Discharges	35				
	Employment	20				
	Initiation of Treatment		77.6	2	4	50.0 ☹
	Engagement in Treatment		62.6	0	4	0.0 ☹
Long-Term Outcomes (CY00 Clients)						
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions					
	Incarceration					
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	1.0	17	0	0.0	☺
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions					
	Incarceration					
	Median Wages	\$376.90	\$4,622.30	\$3,546.20	-\$1,076.20	☹
	Clients With Wages	-2.49%	11.76%	11.76%	0.00%	☺
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction					
	Favorable Outcomes					
	Service Quality					
	Favorable Time to First Service					
	Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

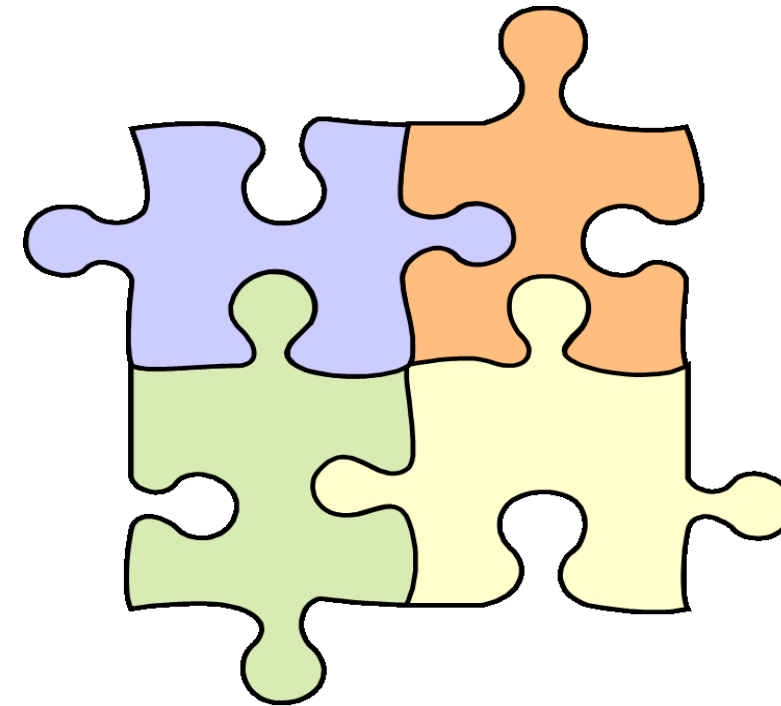
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TURNING POINT (925)

Clients Admitted and Served at the Agency (CY02)
312
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	67	33	15	28	47	72	8	13	0	1	1.3
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	18.6	7.3	61	16	8	58	7	2.3	5.5	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
	1	2	3	2	0	8	4	0	0	1	2	\$146,812.00

Clients Admitted and Served by Level of Care

	Detox	Residential	Halfway	Outpatient
Clients	0	0	0	312
Units of Service	0	0	0	3,900
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 12.5
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	58	31.0	37.6
61 Completed Court Commitment			0.1			2.3			2.7	5	2.7	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	88	47.1	23.8
63 Moved			0.2			0.5			9.1	6	3.2	3.2
64 Transferred			3.7			2.7			7.6	3	1.6	5.6
65 Incarcerated			0.2			0.1			1.1	1	0.5	3.1
66 Broke Rules			2.1			8.8			19.7	4	2.1	4.9
67 AWOL			18.6			11.3			11.0	2	1.1	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	20	10.7	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	193	85.8

General Notes:

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

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

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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TURNING POINT (925)

All Clients
Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =11

Indicators:

Short-Term Outcomes (CY02 Clients)

Short-Term Outcomes (CY02 Clients)	State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox						
Level of Functioning Improvement	80					
Planned Discharges	80					
14-Day Follow-up	25					
Initiation of Treatment						
Engagement in Treatment						
Residential						
Readmissions within 30 days	2					
Readmissions within 90 days	6					
Level of Functioning Improvement	80					
Planned Discharges	85					
14-Day Followup	35					
Initiation of Treatment						
Engagement in Treatment						
Halfway						
Level of Functioning Improvement	80					
Planned Discharges	90					
Employment	80					
Initiation of Treatment						
Engagement in Treatment						
Outpatient						
Level of Functioning Improvement	30	48.3	8	102	7.8	⊘
Planned Discharges	35	45.9	33	105	31.4	⊘
Employment	20	16.8	3	40	7.5	⊘
Initiation of Treatment		77.6	82	128	64.1	⊘
Engagement in Treatment		62.6	53	128	41.4	⊘
Long-Term Outcomes (CY00 Clients)						
Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions	6.8	16	2	12.5	⊘	
Incarceration	13.0	4	1	25.0	⊘	
Post Discharge		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality	1.0	119	0	0.0	☺	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions	-7.16%	13.45%	3.36%	-10.08%	☺	
Incarceration	-1.38%	3.36%	8.40%	5.04%	⊘	
Median Wages	\$376.90	\$1,819.30	\$2,708.00	\$888.70	☺	
Clients With Wages	-2.49%	64.71%	57.98%	-6.72%	⊘	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction	91.9	14	16	87.5	⊘	
Favorable Outcomes	94.8	12	16	75.0	⊘	
Service Quality	93.0	14	15	93.3	☺	
Favorable Time to First Service	92.4	16	16	100.0	☺	
Convenient Time	92.3	16	16	100.0	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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- Detox clients with presenting problems of *abuse* rather than *dependence*.

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Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

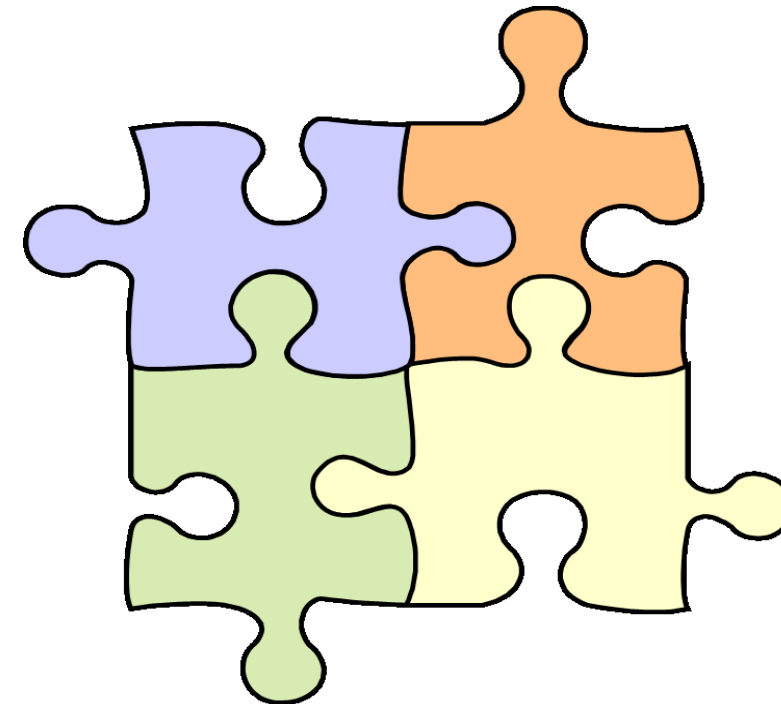
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

LIFE IMPROVEMENT CENTER (928)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 LIFE IMPROVEMENT CENTER (928)

Clients Admitted and Served
 at the Agency (CY02)
 286
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	56	44	0	10	69	88	4	6	0	1	0.7	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	92.0	68.9	1	0	1	1	100	1.4	0.0	0.3		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	1	3	2	0	6	0	0	0	0	0	\$158,779.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 286
Units of Service	0	Units of Service 0	Units of Service 1,483
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 5.2
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5			37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												286 100.0 4.6
Clients Not Seen Within 90 Days			Count 0			Percent 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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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 LIFE IMPROVEMENT CENTER (928)

Indicator Number of Positive Number of Results
 Summary Results =2 Improvement =7
All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	3	5	60.0	⊕
Engagement in Treatment		62.6	2	5	40.0	⊕	
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	5	0	0.0	☺	
	Incarceration	13.0	3	1	33.3	⊕	
Post Discharge	Mortality	1.0	# Clients in Year before Treatment 117	# Deaths in Year After Treatment 14	12.0	⊕	
	Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions	-7.16%	4.27%	5.98%	1.71%	⊕		
Incarceration	-1.38%	2.56%	8.55%	5.98%	⊕		
Median Wages	\$376.90	\$1,459.10	\$2,031.20	\$572.00	☺		
Clients With Wages	-2.49%	40.17%	24.79%	-15.38%	⊕		
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9					
Favorable Outcomes		94.8					
Service Quality		93.0					
Favorable Time to First Service		92.4					
Convenient Time		92.3					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

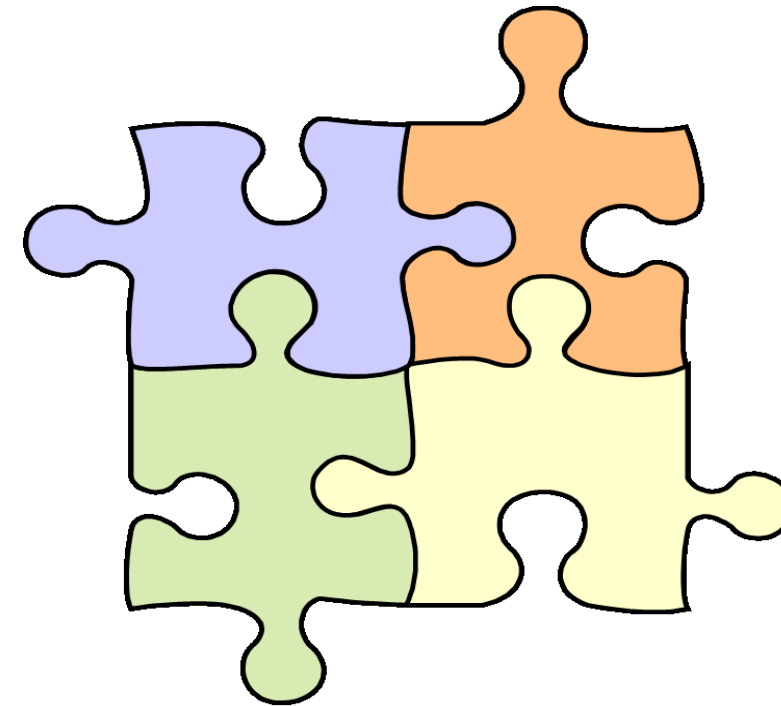
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

EDMOND FAMILY SERVICES, INC. (929)

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 EDMOND FAMILY SERVICES, INC. (929)**

**Clients Admitted and Served
 at the Agency (CY02)
 96**

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	56	44	44	26	27	93	3	1	1	1	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	6.3	2.1	50	9	5	51	26	1.0		0.0	61.5
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7

	Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	0	10	0	10	0	0	0	0	0	\$51,099.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	96
Units of Service	0	0	887
Avg Hours Per Client	0.0	0.0	9.2
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	35	41.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7	11	12.9	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	34	40.0	23.8
63 Moved			0.2			0.5			9.1	2	2.4	3.2
64 Transferred			3.7			2.7			7.6	2	2.4	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	1	1.2	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	14	18.4

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 EDMOND FAMILY SERVICES, INC. (929)**

Indicator Summary Number of Positive Results =13 Number of Results Needing Improvement =4

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	30	44	68.2	☺
	Planned Discharges	35	45.9	25	54	46.3	☺
	Employment	20	16.8	2	6	33.3	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	19	25	76.0	☹
	Engagement in Treatment		62.6	14	25	56.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	9	1	11.1	☹	
	Incarceration	13.0	2	0	0.0	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment					
Mortality		63	0	0.0	☺		
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.16%	14.29%	4.76%	-9.52%	☺	
	Incarceration	-1.38%	3.17%	1.59%	-1.59%	☺	
	Median Wages	\$376.90	\$2,760.00	\$4,203.10	\$1,443.10	☺	
	Clients With Wages	-2.49%	68.25%	65.08%	-3.17%	☹	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction	91.9	3	3	100.0	☺	
	Favorable Outcomes	94.8	3	3	100.0	☺	
	Service Quality	93.0	3	3	100.0	☺	
	Favorable Time to First Service	92.4	3	3	100.0	☺	
Convenient Time	92.3	3	3	100.0	☺		

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

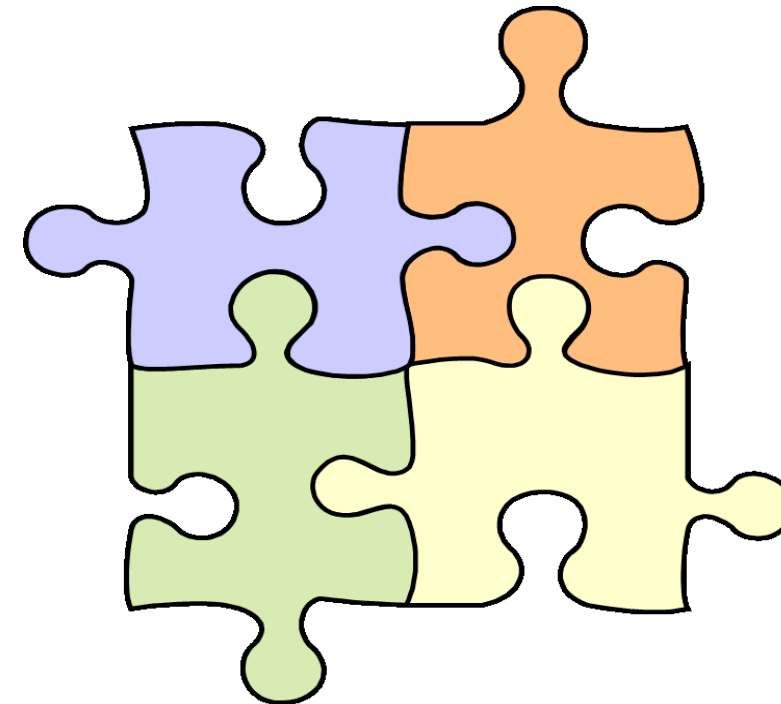
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
STREET SCHOOL INC (932)

**Clients Admitted and Served
at the Agency (CY02)**
38
All Clients

Descriptive Statistics (CY02 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	
Agency	74	26	84	16	0	76	5	16	0	3	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	<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	0.0	63	0	0	84	16	5.3		0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7

<u>Outpatient Staff Profile by Degree</u>					<u>Outpatient Staff Profile by Certification</u>					<u>SAS Treatment Funding FY02</u>	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$87,000.00

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	38
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	18,804
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	494.8
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	52

Discharges

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	8	38.1	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	7	33.3	23.8
63 Moved			0.2			0.5			9.1	1	4.8	3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1	2	9.5	3.1
66 Broke Rules			2.1			8.8			19.7	3	14.3	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
STREET SCHOOL INC (932)

All Clients
Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =4

Indicators:

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	4	17	23.5	☹
	Planned Discharges	35	45.9	6	16	37.5	☺
	Employment	20	16.8	1	2	50.0	☺
	Initiation of Treatment		77.6	0	2	0.0	☹
	Engagement in Treatment		62.6	0	2	0.0	☹
<u>Long-Term Outcomes (CY00 Clients)</u>							
Recidivism	DUI Convictions		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	Incarceration						
Post Discharge	Mortality		1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺
<u>Difference Between Pre & Post Treatment</u>							
Consumer Survey (FY02 Clients)	DUI Convictions		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	Incarceration						
	Median Wages		\$376.90	\$1,114.60	\$1,020.30	-\$94.30	☹
	Clients With Wages		-2.49%	33.33%	33.33%	0.00%	☺
Consumer Survey (FY02 Clients)	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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 - 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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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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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.

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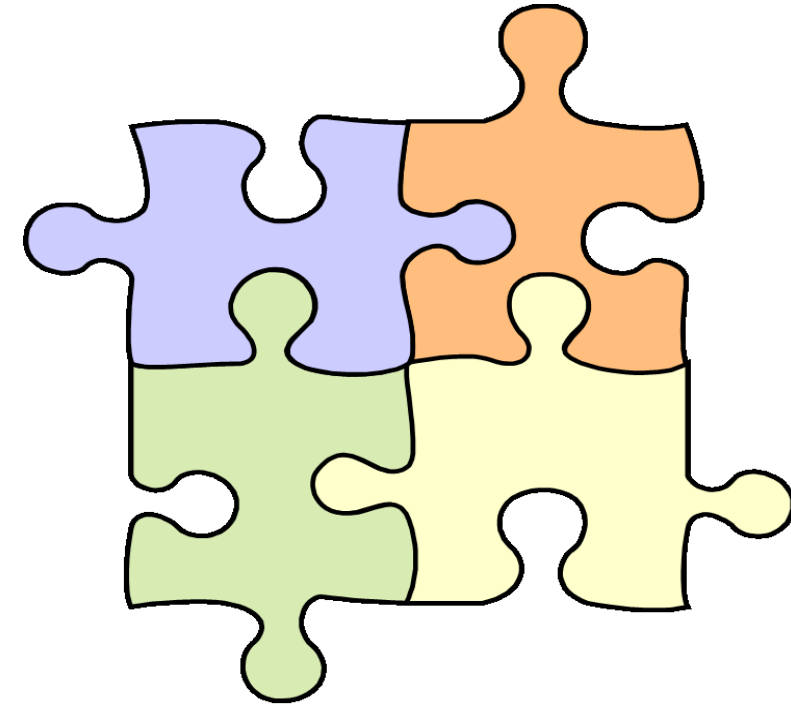
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Oklahoma Department of Mental Health and Substance Abuse Services

PEOPLE INCORPORATED (933)

Provider Performance Management Report



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

October 2003

V 1.7

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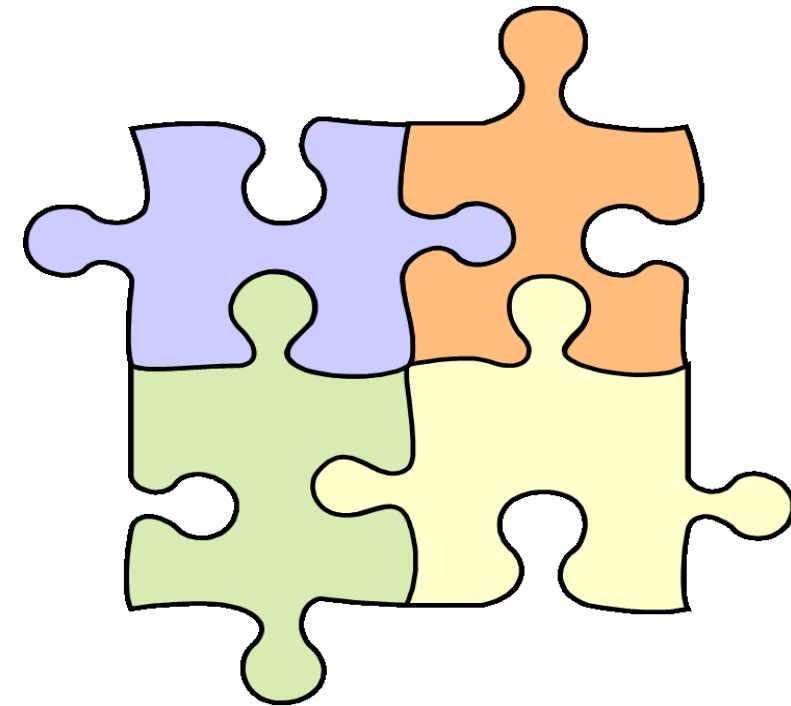
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Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Provider Performance Management Report



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

October 2003

V 1.7

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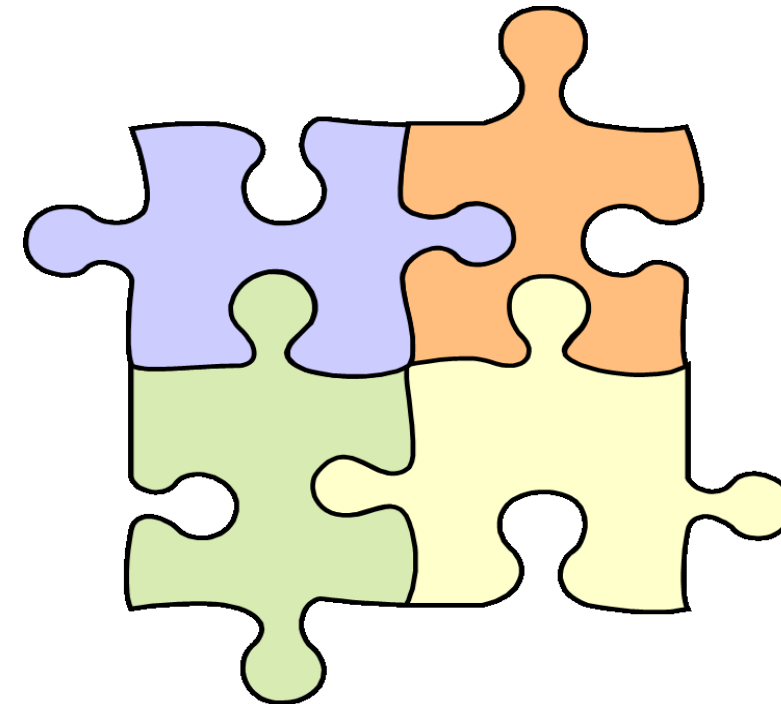
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Oklahoma Department of Mental Health and Substance Abuse Services

MOORE ALC/DRUG CTR (935)

Provider Performance Management Report



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

October 2003

V 1.7

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 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

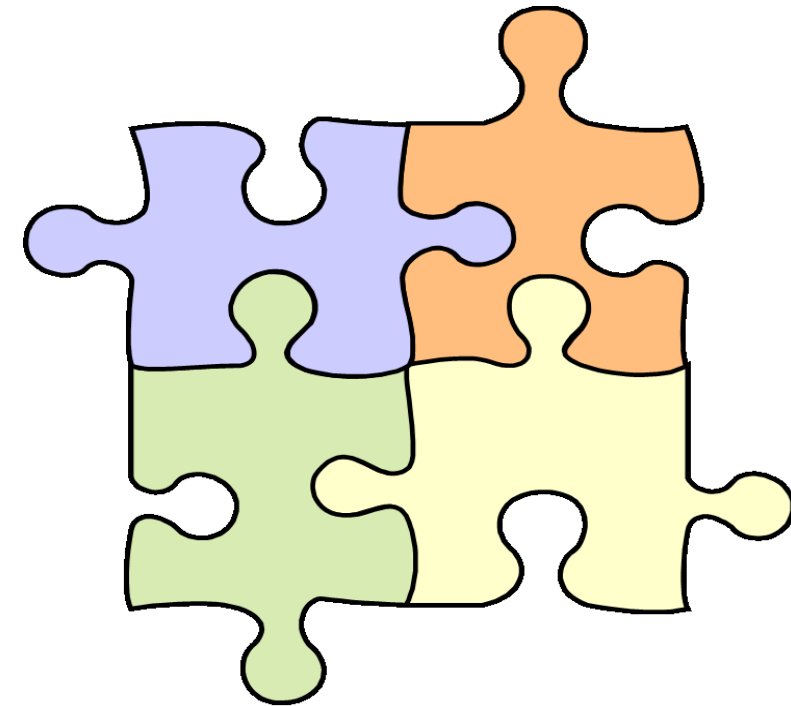
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

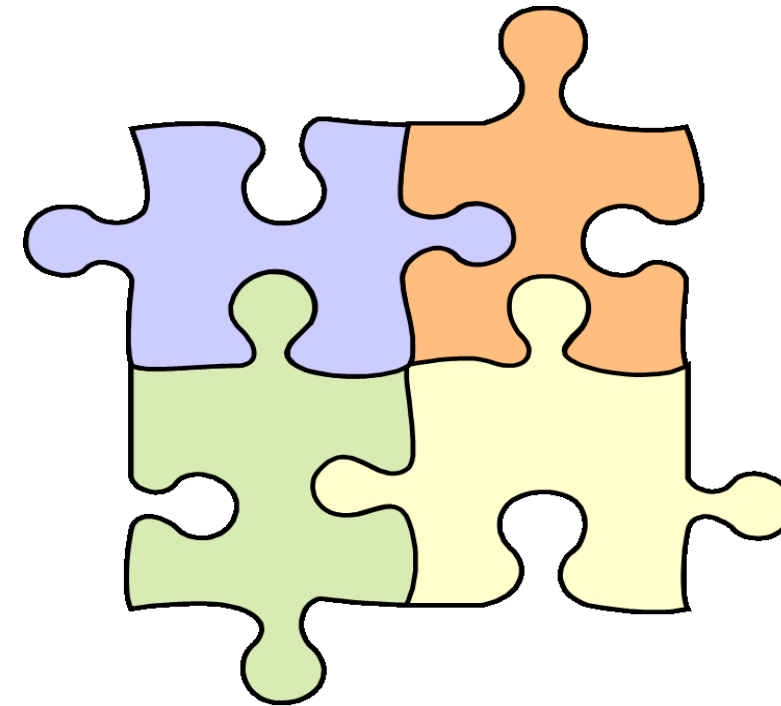
Consumer Survey Notes:

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

LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

Clients Admitted and Served at the Agency (CY02)
209
All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	78	20	2	68	2	24	0	1	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	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	0	0	100	0.0	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	209
Units of Service	0	0	3,712
Avg Hours Per Client	0.0	0.0	17.8
Avg Daily Census	0	0	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	254	99.2	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	2	0.8	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LEFLORE CO. YOUTH/FAMILY SERVICES, INC. (939)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =4
All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	208	209	99.5	😊
	Employment	20					
	Initiation of Treatment		77.6	0	17	0.0	😞
	Engagement in Treatment		62.6	0	17	0.0	😞
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							1.0
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages		\$376.90	\$475.50	\$589.50	\$114.10	😞	
Clients With Wages		-2.49%	15.38%	7.69%	-7.69%	😞	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9					
Favorable Outcomes		94.8					
Service Quality		93.0					
Favorable Time to First Service		92.4					
Convenient Time		92.3					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

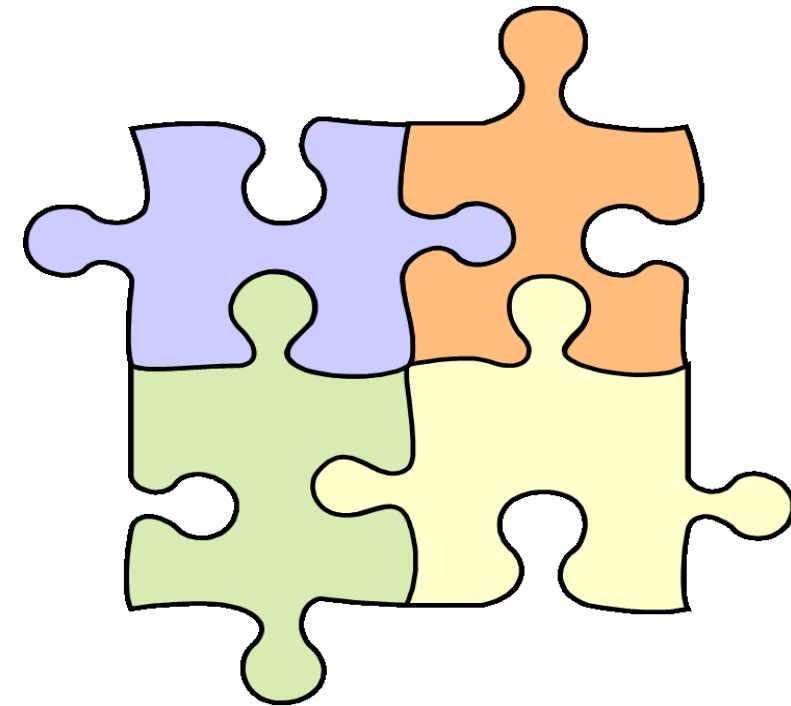
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

A BETTER CHANCE (940)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
A BETTER CHANCE (940)

Clients Admitted and Served at the Agency (CY02)
414

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	40	60	63	4	23	71	16	4	0	3	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	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	0	0	100	0.5	0.2	97.8	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	1	0	5	10	2	18	0	0	0	0	2

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	414
Units of Service	0	0	1,919
Avg Hours Per Client	0.0	0.0	4.6
Avg Daily Census	0	0	5

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
- 91 Administrative Discharge

	Count	Percent
Clients Not Seen Within 90 Days	284	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
A BETTER CHANCE (940)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						

Long-Term Outcomes (CY00 Clients)

	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism					
	DUI Convictions				
Post Discharge					
	Mortality	1.0	83	1	1.2 ☹
Difference Between Pre & Post Treatment		Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	0.00%	1.20%	1.20% ☹
	Incarceration				
	Median Wages	\$376.90	\$1,646.40	\$2,124.10	\$477.70 ☺
	Clients With Wages	-2.49%	45.78%	50.60%	4.82% ☺

Consumer Survey (FY02 Clients)

	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction					
Favorable Outcomes					
Service Quality					
Favorable Time to First Service					
Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

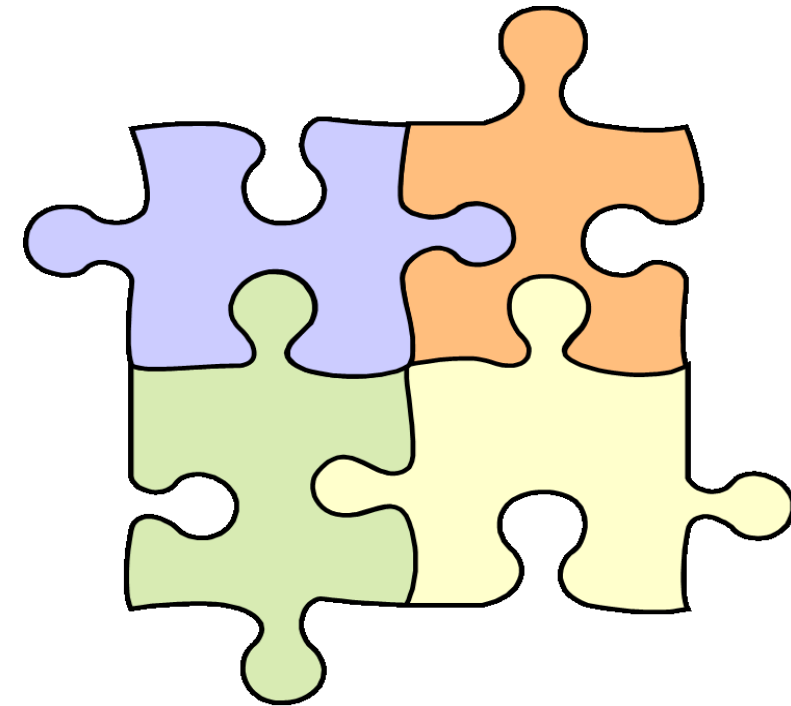
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

Clients Admitted and Served at the Agency (CY02)
 107

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	46	54	8	27	55	80	8	7	0	3	0.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	29.0	22.4	68	18	15	45	13	2.8	3.7	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	2	4	1	7	2	0	0	0	0	\$112,318.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient
Clients	0	0	0	0	107
Units of Service	0	0	0	0	2,492
Avg Hours Per Client	0.0	0.0	0.0	0.0	23.3
Avg Daily Census	0	0	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	60	57.7	37.6
61 Completed Court Commitment			0.1			2.3			2.7	4	3.8	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	32	30.8	23.8
63 Moved			0.2			0.5			9.1	2	1.9	3.2
64 Transferred			3.7			2.7			7.6	3	2.9	5.6
65 Incarcerated			0.2			0.1			1.1	1	1.0	3.1
66 Broke Rules			2.1			8.8			19.7	1	1.0	4.9
67 AWOL			18.6			11.3			11.0	1	1.0	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	2	2.2

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

All Clients

Indicator Number of Positive Number of Results Needing
 Summary Results =14 Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	59	83	71.1	😊
	Planned Discharges	35	45.9	46	83	55.4	😊
	Employment	20	16.8	7	27	25.9	😊
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		77.6	65	73	89.0	😊
	Engagement in Treatment		62.6	52	73	71.2	😊
	Recidivism	State Average (%)		# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions	6.8	8	0	0.0	😊	
	Incarceration	13.0	2	0	0.0	😊	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	46	0	0.0	😊	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	17.39%	4.35%	-13.04%	😊	
	Incarceration	-1.38%	4.35%	4.35%	0.00%	😊	
	Median Wages	\$376.90	\$2,543.90	\$3,430.10	\$886.20	😊	
	Clients With Wages	-2.49%	67.39%	58.70%	-8.70%	😊	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	28	28	100.0	😊	
	Favorable Outcomes	94.8	27	32	84.4	😊	
	Service Quality	93.0	23	23	100.0	😊	
	Favorable Time to First Service	92.4	32	32	100.0	😊	
	Convenient Time	92.3	30	32	93.8	😊	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

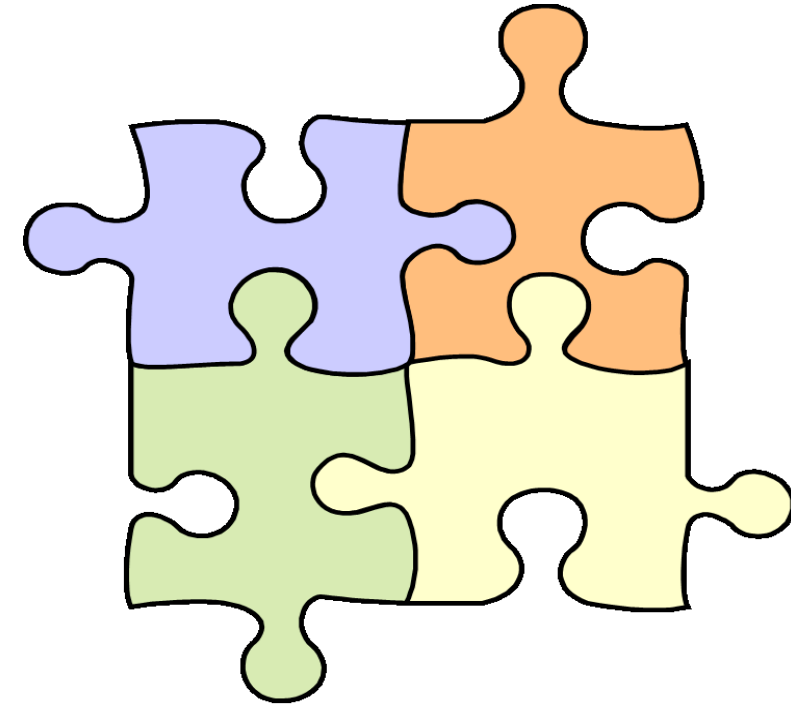
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Oklahoma Department of Mental Health and Substance Abuse Services

INDIAN HEALTH CARE RESRCE CTR (943)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 INDIAN HEALTH CARE RESRCE CTR (943)

209
 Clients Admitted and Served
 at the Agency (CY02)

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	50	50	3	23	64	18	3	34	0	0	1.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	34.0	17.7	77	42	10	56	13	0.5	0.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	7	1	9	3	0	0	0	0	\$115,161.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	209
Units of Service	0	0	2,449
Avg Hours Per Client	0.0	0.0	11.7
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	60	29.7	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	110	54.5	23.8
63 Moved			0.2			0.5			9.1	2	1.0	3.2
64 Transferred			3.7			2.7			7.6	10	5.0	5.6
65 Incarcerated			0.2			0.1			1.1	1	0.5	3.1
66 Broke Rules			2.1			8.8			19.7	2	1.0	4.9
67 AWOL			18.6			11.3			11.0	2	1.0	4.9
68 Death			0.0			0.0			0.3	3	1.5	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	12	5.9	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	79	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.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 INDIAN HEALTH CARE RESRCE CTR (943)

Indicator Number of Positive Number of Results Needing
 Summary Results =3 Improvement =9

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	56	145	38.6	☺
	Planned Discharges	35	45.9	49	144	34.0	☹
	Employment	20	16.8	15	64	23.4	☺
	Initiation of Treatment		77.6	80	117	68.4	☹
	Engagement in Treatment		62.6	58	117	49.6	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	13	1	7.7	☹	
	Incarceration	13.0	8	3	37.5	☹	
Post Discharge	Mortality	1.0	148	1	0.7	☺	
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	8.78%	6.08%	-2.70%	☹	
	Incarceration	-1.38%	5.41%	8.11%	2.70%	☹	
	Median Wages	\$376.90	\$2,020.90	\$2,166.90	\$146.00	☹	
	Clients With Wages	-2.49%	63.51%	60.14%	-3.38%	☹	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

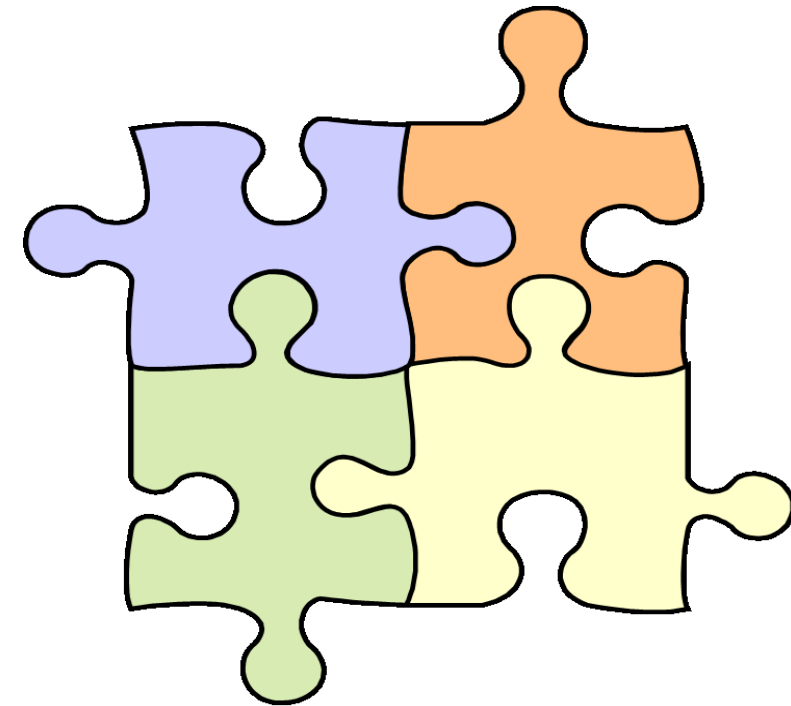
Consumer Survey Notes:

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

Oklahoma Department of Mental Health and Substance Abuse Services

NATIVE AMERICAN CENTER OF RECOVERY (948)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NATIVE AMERICAN CENTER OF RECOVERY (948)

**Clients Admitted and Served
at the Agency (CY02)**
135

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	35	65	6	25	63	61	10	27	1	1	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	24.5	14.4	60	27	8	37	12	3.6	5.0	0.0	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	1	1	0	5	2	0	0	0	2	\$170,120.00

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient	
Clients	0	Clients 12	Clients 0	Clients 124		
Units of Service	0	Units of Service 533	Units of Service 0	Units of Service 4,036		
Avg Hours Per Client	0.0	Avg Days Per Client 44.4	Avg Days Per Client 0.0	Avg Hours Per Client 32.5		
Avg Daily Census	0	Avg Daily Census 1	Avg Daily Census 0	Avg Daily Census 11		

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	3	25.0	65.7			35.5	44	34.9	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	3	25.0	7.3			12.1	50	39.7	23.8
63 Moved			0.2			0.5			9.1	1	0.8	3.2
64 Transferred			3.7	5	41.7	2.7			7.6	13	10.3	5.6
65 Incarcerated			0.2			0.1			1.1	1	0.8	3.1
66 Broke Rules			2.1	1	8.3	8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	9	7.1	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	8	6.3	7.4
91 Administrative Discharge												4.6
Clients Not Seen Within 90 Days	Count		Percent									
	19		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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NATIVE AMERICAN CENTER OF RECOVERY (948)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =11

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	74.4	2	4	50.0	☹
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment		98.9	2	2	100.0	☺
Halfway	Engagement in Treatment		12.2	0	2	0.0	☹
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30	48.3	17	85	20.0	☹
	Planned Discharges	35	45.9	32	89	36.0	☺
	Employment	20	16.8	4	65	6.2	☹
	Initiation of Treatment		77.6	49	78	62.8	☹
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		62.6	43	78	55.1	☹
	Level of Functioning Improvement	30	48.3	17	85	20.0	☹
	Planned Discharges	35	45.9	32	89	36.0	☺
	Employment	20	16.8	4	65	6.2	☹
	Initiation of Treatment		77.6	49	78	62.8	☹
Recidivism	Engagement in Treatment		62.6	43	78	55.1	☹
	DUI Convictions		6.8	9	1	11.1	☹
Post Discharge	Incarceration		13.0	2	1	50.0	☹
	Mortality		1.0	44	0	0.0	☺
Difference Between Pre & Post Treatment	State Average						
	DUI Convictions		-7.16%	20.45%	2.27%	-18.18%	☺
	Incarceration		-1.38%	4.55%	11.36%	6.82%	☹
	Median Wages		\$376.90	\$3,466.50	\$3,354.50	-\$112.00	☹
	Clients With Wages		-2.49%	43.18%	38.64%	-4.55%	☹
Consumer Survey (FY02 Clients)	State Average						
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

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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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

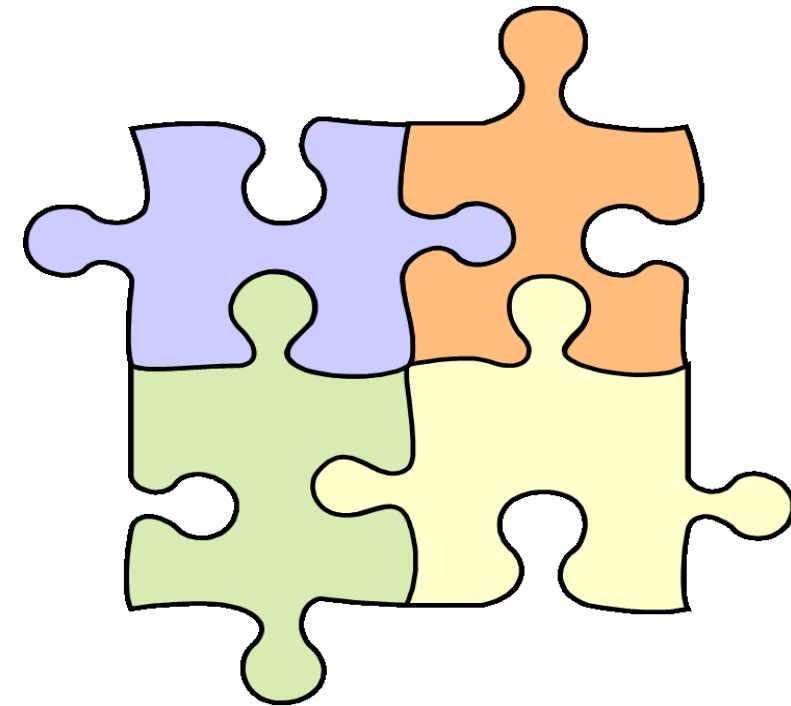
Consumer Survey Notes:

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Oklahoma Department of Mental Health and Substance Abuse Services

ROGERS COUNTY DRUG ABUSE (949)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 ROGERS COUNTY DRUG ABUSE (949)

Clients Admitted and Served
 at the Agency (CY02)
 225

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	71	29	3	30	63	81	1	18	0	0	0.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19.1	15.6	49	31	6	40	11	0.9	2.2	46.7
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

	Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	0	3	0	3	0	0	0	0	0	\$136,766.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	225
Units of Service	0	0	3,072
Avg Hours Per Client	0.0	0.0	13.7
Avg Daily Census	0	0	8

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	1	11.1	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	1	11.1	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	7	77.8	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	176	99.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 ROGERS COUNTY DRUG ABUSE (949)

All Clients

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =8

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	2	3	66.7	☺
	Planned Discharges	35	45.9	1	3	33.3	☹
	Employment	20					
	Initiation of Treatment		77.6	93	130	71.5	☹
	Engagement in Treatment		62.6	70	130	53.8	☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.8	30	2	6.7	☺
	Incarceration	13.0	4	0	0.0	☺
Post Discharge	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺
			116	0		

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
Recidivism	DUI Convictions	-7.16%	25.86%	8.62%	-17.24%	☺
	Incarceration	-1.38%	3.45%	0.86%	-2.59%	☺
	Median Wages	\$376.90	\$2,292.20	\$3,624.00	\$1,331.80	☺
Consumer Survey	Clients With Wages	-2.49%	53.45%	54.31%	0.86%	☺

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Consumer Survey	Satisfaction	91.9	10	14	71.4	☹
	Favorable Outcomes	94.8	10	14	71.4	☹
	Service Quality	93.0	9	14	64.3	☹
	Favorable Time to First Service	92.4	12	14	85.7	☹
	Convenient Time	92.3	10	14	71.4	☹

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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
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- Detox clients with presenting problems of *abuse* rather than *dependence*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

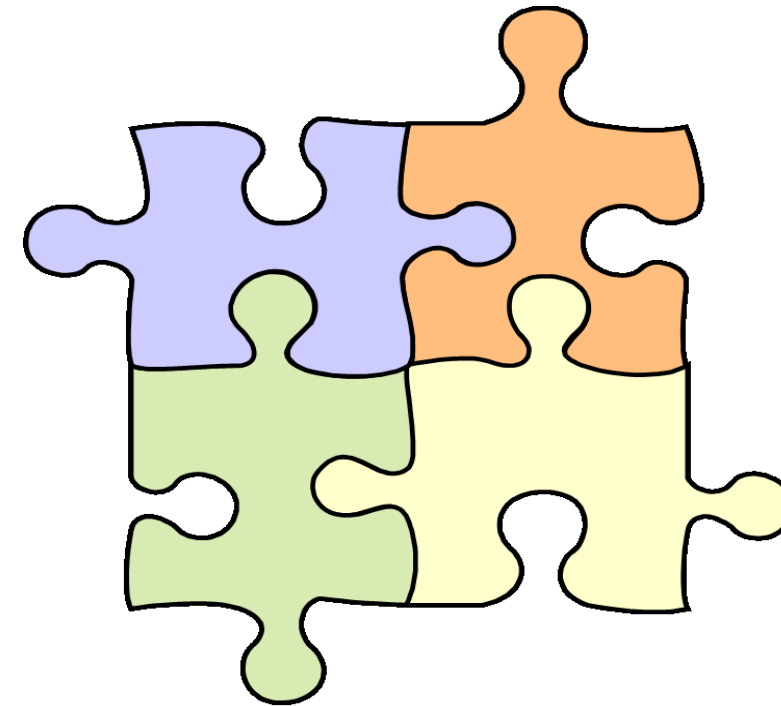
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 CARE FOR CHANGE INC. (951)

520
 Clients Admitted and Served at the Agency (CY02)
 All Clients

Descriptive Statistics (CY02 Clients)

Agency	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	66	34	33	22	37	39	50	3	1	5	1.9
State Avg	60	40	11	24	55	68	14	13	0	3	5.8

Agency	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9.2	5.4	30	6	14	69	12	1.5	13.7	0.2
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	9	1	13	1	0	0	0	2	\$337,200.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	520
Units of Service	0	0	10,921
Avg Hours Per Client	0.0	0.0	21.0
Avg Daily Census	0	0	30

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	115	35.8	37.6
61 Completed Court Commitment			0.1			2.3			2.7	9	2.8	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	9	2.8	23.8
63 Moved			0.2			0.5			9.1	8	2.5	3.2
64 Transferred			3.7			2.7			7.6	10	3.1	5.6
65 Incarcerated			0.2			0.1			1.1	4	1.2	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	136	42.4	4.9
68 Death			0.0			0.0			0.3	1	0.3	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	29	9.0	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	231	60.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 CARE FOR CHANGE INC. (951)

520
 Clients Admitted and Served at the Agency (CY02)
 All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	48.3	29	165	17.6	☹
	Planned Discharges	35	45.9	83	163	50.9	☺
	Employment	20					
	Initiation of Treatment Engagement in Treatment		77.6	191	286	66.8	☹
		62.6	130	286	45.5	☹	
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions		6.8	35	3	8.6	☹	
Incarceration		13.0	95	9	9.5	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality		1.0	347	1	0.3	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions		-7.16%	10.09%	3.17%	-6.92%	☹	
Incarceration		-1.38%	27.38%	4.61%	-22.77%	☺	
Median Wages		\$376.90	\$2,034.10	\$2,464.30	\$430.20	☺	
Clients With Wages		-2.49%	51.30%	59.65%	8.36%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction		91.9	20	20	100.0	☺	
Favorable Outcomes		94.8	21	25	84.0	☹	
Service Quality		93.0	15	15	100.0	☺	
Favorable Time to First Service		92.4	26	26	100.0	☺	
Convenient Time		92.3	26	26	100.0	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

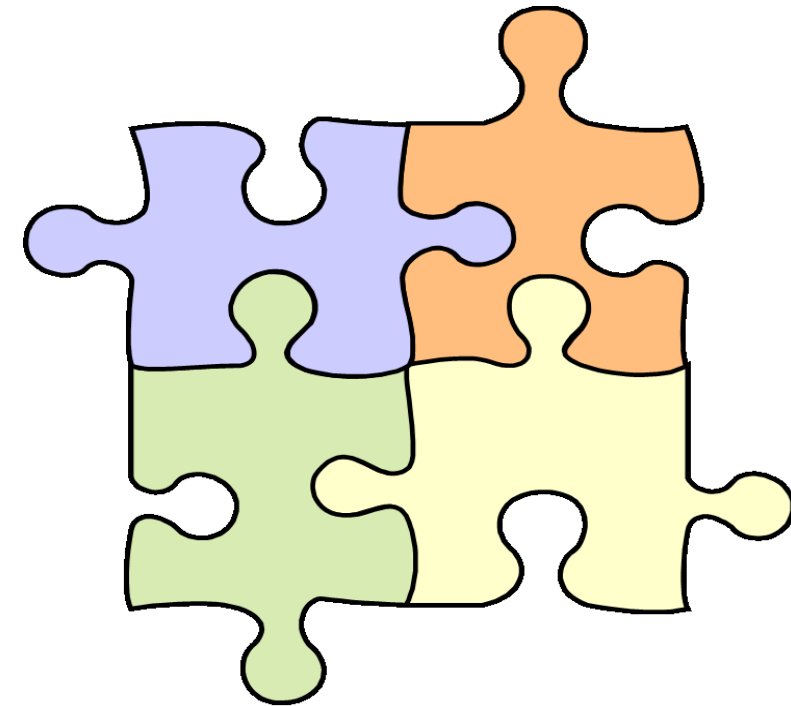
Consumer Survey Notes:

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)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NW SUBSTANCE TREATMENT CNTR (953)

**Clients Admitted and Served
at the Agency (CY02)**
100

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	29	71	58	16	26	70	8	11	0	1	7.0	
State Avg	60	40	11	24	55	68	14	13	0	3	5.8	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	20.0	15.0	17	16	10	33	69	15.0	3.0	57.0		
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7		
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	0	1	1	0	2	0	0	0	0	0	\$498,123.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	100	0
Units of Service	0	6,165	0
Avg Hours Per Client	0.0	61.7	0.0
Avg Daily Census	0	17	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	70	68.0	65.7			35.5			37.6
61 Completed Court Commitment			0.1	3	2.9	2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	5	4.9	7.3			12.1			23.8
63 Moved			0.2	14	13.6	0.5			9.1			3.2
64 Transferred			3.7	5	4.9	2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1	6	5.8	8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NW SUBSTANCE TREATMENT CNTR (953)

All Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =6

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	1.7	1	42	2.4	☹
	Readmissions within 90 days	6	3.5	2	42	4.8	☺
	Level of Functioning Improvement	80	74.4	27	36	75.0	☹
	Planned Discharges	85	74.0	24	36	66.7	☹
	14-Day Followup	35					
	Initiation of Treatment		98.9	37	37	100.0	☺
	Engagement in Treatment		12.2	1	37	2.7	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions	6.8	3	0	0.0	☺	
	Incarceration	13.0	17	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	122	2	1.6	☹	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	2.46%	0.00%	-2.46%	☹	
	Incarceration	-1.38%	13.93%	0.82%	-13.11%	☺	
	Median Wages	\$376.90	\$919.50	\$1,746.30	\$826.80	☺	
	Clients With Wages	-2.49%	20.49%	19.67%	-0.82%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction	91.9	12	12	100.0	☺	
	Favorable Outcomes	94.8	16	16	100.0	☺	
	Service Quality	93.0	1	1	100.0	☺	
	Favorable Time to First Service	92.4	16	17	94.1	☺	
	Convenient Time	92.3	17	17	100.0	☺	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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 - **Mortality** - The percent of clients who died in the year after treatment.

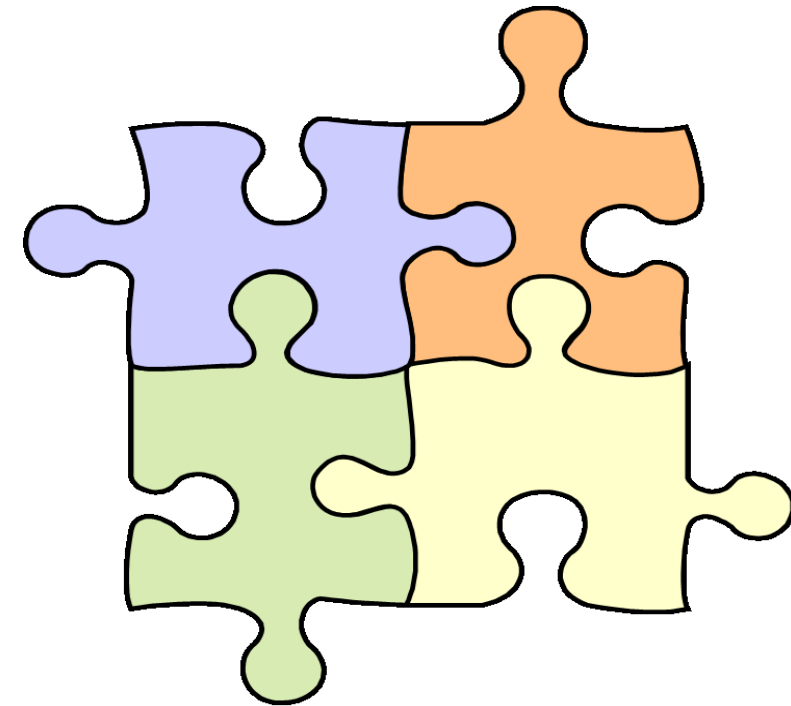
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Oklahoma Department of Mental Health and Substance Abuse Services

CITIZEN POTOWATOMI NATION (956)

Provider Performance Management Report



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

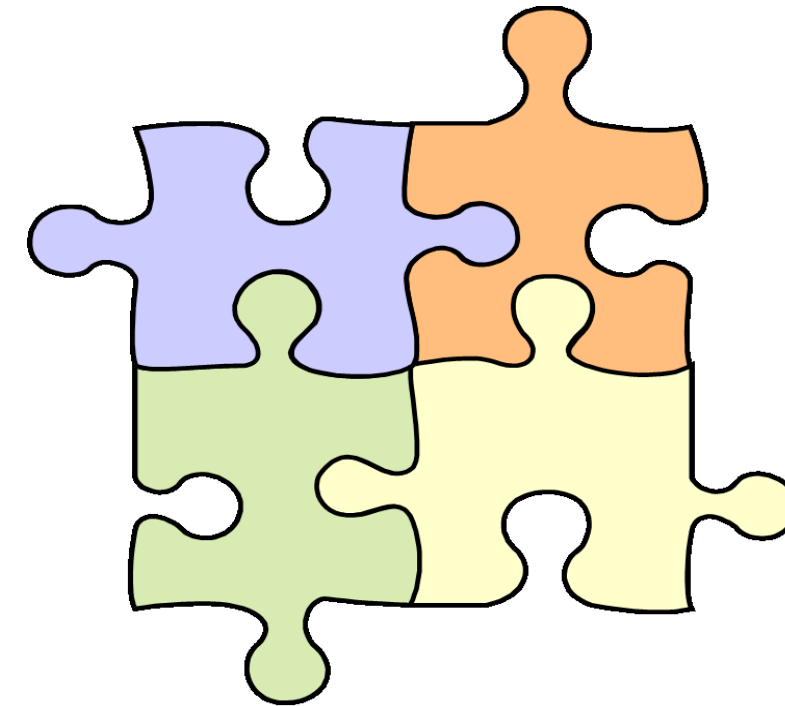
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Oklahoma Department of Mental Health and Substance Abuse Services

NEW DIRECTIONS (957)

Provider Performance Management Report



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

October 2003

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

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

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- 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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Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 NEW DIRECTIONS (957)

131
 Clients Admitted and Served at the Agency (CY02)
 All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	16	84	0	25	63	61	20	12	0	2	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	55.0	45.8	40	38	32	42	21	0.8		100.0	0.0
State Avg	29.1	19.7	62	26	17	46	26	2.2		10.0	23.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	0	4	3		10	6	1	1	0	3	\$201,600.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	131
Units of Service	0	0	13,186
Avg Hours Per Client	0.0	0.0	100.7
Avg Daily Census	0	0	36

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	57	96.6	37.6
61 Completed Court Commitment			0.1			2.3			2.7	1	1.7	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1			23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6			5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	1	1.7	4.9
67 AWOL			18.6			11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0			7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	35	42.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 NEW DIRECTIONS (957)
 All Clients

Indicator Summary
 Number of Positive Results =1
 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	26	27	96.3	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

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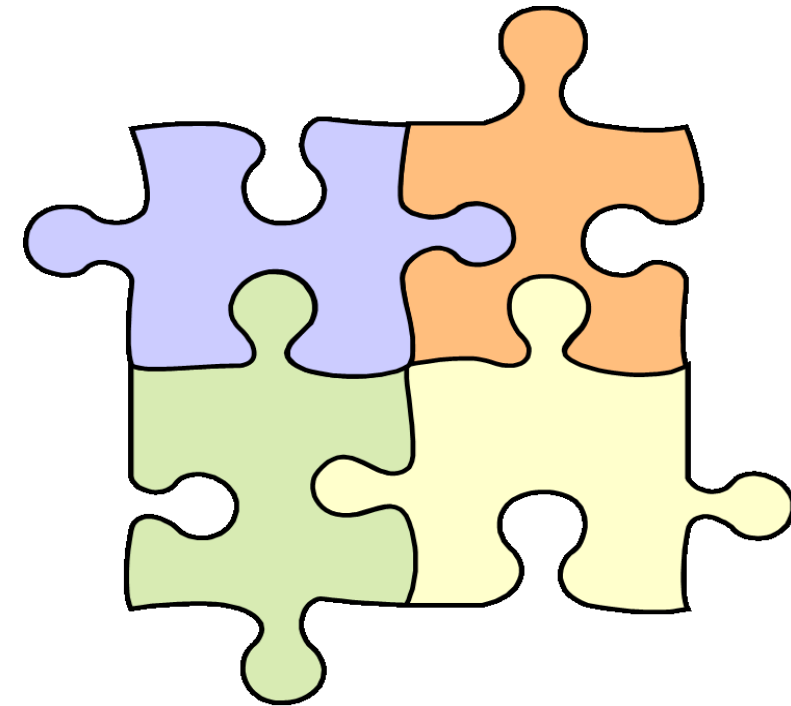
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Oklahoma Department of Mental Health and Substance Abuse Services

SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Clients Admitted and Served
 at the Agency (CY02)
 26

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	50	50	23	27	46	50	23	8	0	15	0.0
State Avg	60	40	11	24	55	68	14	13	0	3	5.8
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	11.5	11.5	54	19	23	77	8	3.8	0.0	26.9	
State Avg	29.1	19.7	62	26	17	46	26	2.2	10.0	23.7	
Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification						
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	0	1	1	5	0	7	2	0	2	0	5

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	26
Units of Service	0	0	163
Avg Hours Per Client	0.0	0.0	6.3
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	5	23.8	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
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63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7			2.7			7.6	2	9.5	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
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91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	0	0.0

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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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	40	48	83.3	☺
	Engagement in Treatment		62.6	37	48	77.1	☺
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

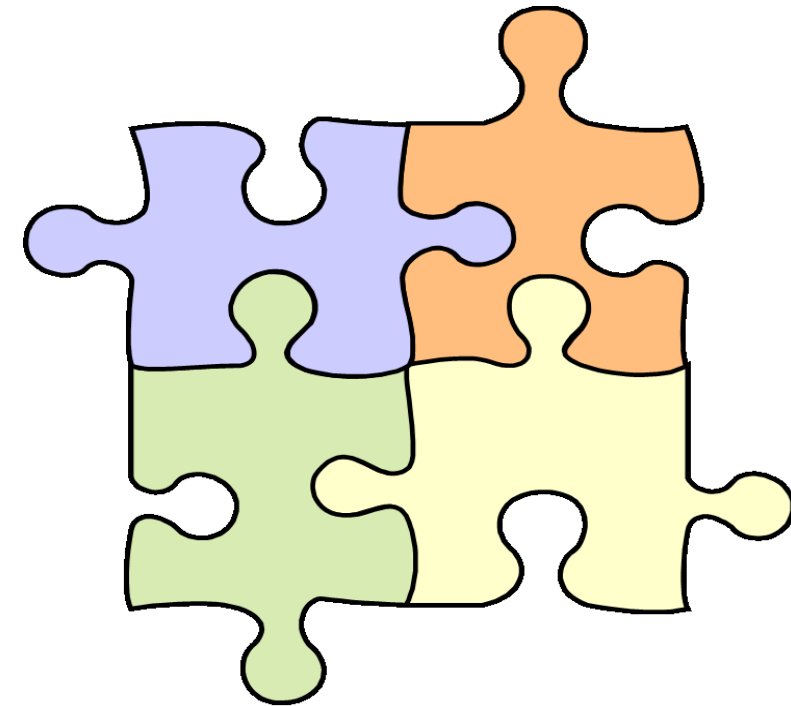
Consumer Survey Notes:

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

State (999)

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)

Clients Admitted and Served at the Agency (CY02)
18,261

All Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	60	40	11	24	55	68	14	13	0	3	
State Avg	60	40	11	24	55	68	14	13	0	3	

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency			62	26	17	46	26			
State Avg			62	26	17	46	26			

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	3,672	Clients	3,864
Units of Service	23,574	Units of Service	138,641
Avg Hours Per Client	6.4	Avg Days Per Client	35.9
Avg Daily Census	65	Avg Daily Census	380

Discharges											
Detox			Residential			Halfway			Outpatient		
N	%	State %	N	%	State %	N	%	State %	N	%	State %
60											
61											
62											
63											
64											
65											
66											
67											
68											
69											
91											

- 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
- 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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =0

All Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment		15.6	595	3,815	15.6	😊
	Engagement in Treatment		12.7	483	3,815	12.7	😊
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment		98.9	2,019	2,042	98.9	😊
	Engagement in Treatment		12.2	250	2,042	12.2	😊
	Halfway	Level of Functioning Improvement	80				
Planned Discharges		90					
Employment		80					
Initiation of Treatment			99.0	293	296	99.0	😊
Engagement in Treatment			96.6	286	296	96.6	😊
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	5,051	6,506	77.6	😊
	Engagement in Treatment		62.6	4,071	6,506	62.6	😊

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions					
	Incarceration					
Post Discharge	Mortality					
Difference Between Pre & Post Treatment	DUI Convictions					
	Incarceration					
	Median Wages					
	Clients With Wages					
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes					
	Service Quality					
	Favorable Time to First Service					
	Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

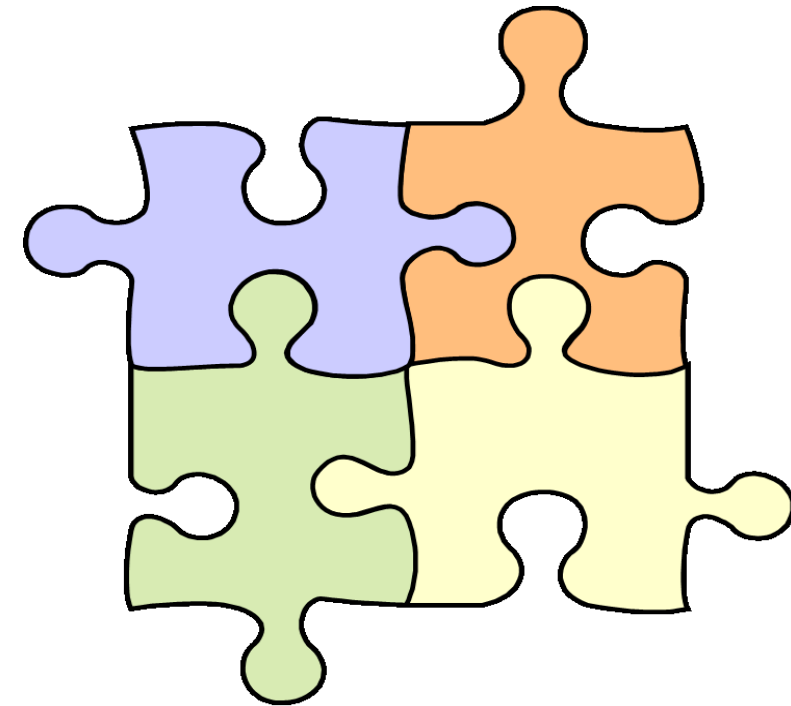
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HUMAN SKILLS & RESOURCES (461)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
171

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	1	30	56	79	5	11	0	2	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	9.9	5.8	52	28	6	36	10	0.6	0.0	71.3
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	4	9	1	15	4	1	0	1	0	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	171
Units of Service	0	0	9,063
Avg Hours Per Client	0.0	0.0	53.0
Avg Daily Census	0	0	25

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	37	33.6	40.4			
61 Completed Court Commitment							8	7.3	8.2			
62 Left ACA/ 90 Days							1	0.9	7.9			
63 Moved							1	0.9	0.1			
64 Transferred							25	22.7	17.0			
65 Incarcerated							8	7.3	12.7			
66 Broke Rules							7	6.4	4.8			
67 AWOL							23	20.9	7.0			
68 Death									0.5			
69 Failed to Begin Treatment									1.4			
91 Administrative Discharge									0.1			

	Count	Percent
Clients Not Seen Within 90 Days	59	64.1

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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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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.

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

Clients Not Seen Within 90 Days is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
HUMAN SKILLS & RESOURCES (461)

Drug Court Clients
Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =5

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
	Halfway	Level of Functioning Improvement	80				
Planned Discharges		90					
Employment		80					
Initiation of Treatment							
Engagement in Treatment							
Outpatient	Level of Functioning Improvement	30	55.3	34	48	70.8	😊
	Planned Discharges	35	47.9	11	49	22.4	😞
	Employment	20	37.3	4	13	30.8	😊
	Initiation of Treatment		91.0	101	112	90.2	😞
	Engagement in Treatment		86.3	94	112	83.9	😞
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
			1	0	0.0	😊	
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages		\$555.10	\$2,572.80	\$0.00	-\$2,572.80	😞	
Clients With Wages		-7.58%	00.00%	0.00%	100.00%	😞	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

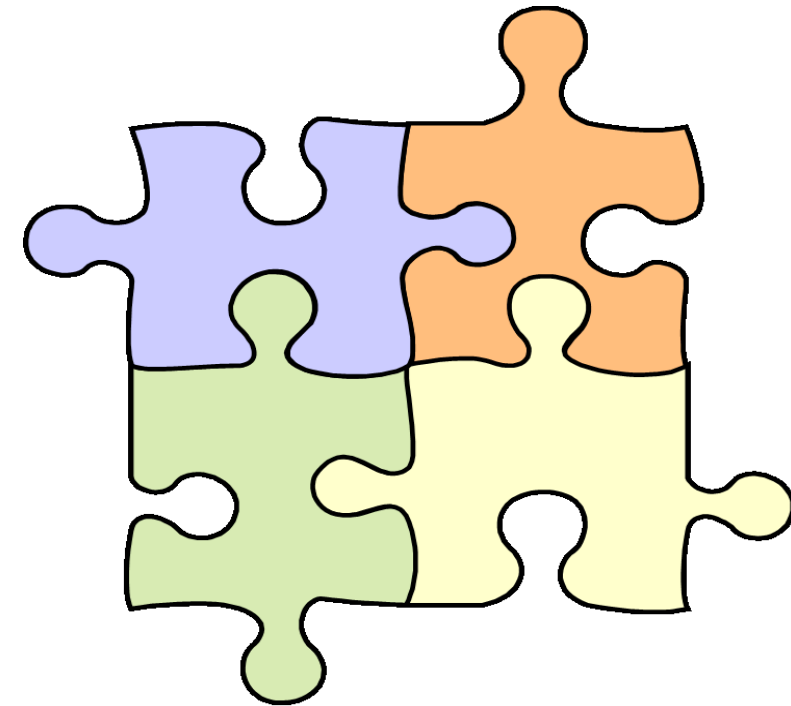
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE COUNTY DRUG COURT, INC. (462)

Drug Court Clients
Clients Admitted and Served at the Agency (CY02)
21

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	81	19	0	38	52	71	10	14	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	19.0	9.5	81	24	24	67	0	4.8	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	21
Units of Service	0	0	928
Avg Hours Per Client	0.0	0.0	44.2
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				2	66.7	40.4
61 Completed Court Commitment										1	33.3	8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated												12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	5	62.5

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE COUNTY DRUG COURT, INC. (462)

Drug Court Clients
Indicator Number of Positive
Summary Results =2
Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std	
Detox	Level of Functioning Improvement	80						
	Planned Discharges	80						
	14-Day Follow-up	25						
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Readmissions within 30 days	2						
	Readmissions within 90 days	6						
	Level of Functioning Improvement	80						
	Planned Discharges	85						
	14-Day Followup	35						
Halfway	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	80						
	Planned Discharges	90						
	Employment	80						
Outpatient	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	30	55.3	2	2	100.0	☺	
	Planned Discharges	35	47.9	2	3	66.7	☺	
	Employment	20						
				91.0	11	13	84.6	☹
				86.3	9	13	69.2	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg		
Recidivism	DUI Convictions							
	Incarceration							
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment				
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
DUI Convictions								
Incarceration								
Median Wages								
Clients With Wages								
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
Satisfaction								
Favorable Outcomes								
Service Quality								
Favorable Time to First Service								
Convenient Time								

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

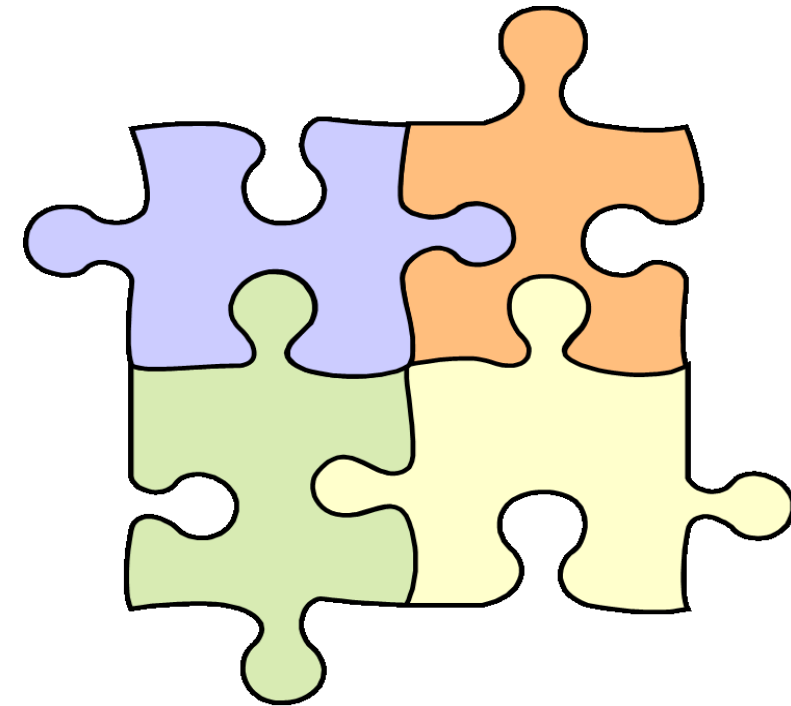
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

FOCUS (463)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 FOCUS (463)**

**Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 29**

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
	Agency	52	48	0	34	62	59	0	38	0	
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
	Agency	72.4	72.4	66	97	0	62			
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

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	2	0	0	1	1	

Clients Admitted and Served by Level of Care

Detox	Residential		Halfway		Outpatient		
Clients	0	Clients	0	Clients	0	Clients	29
Units of Service	0	Units of Service	0	Units of Service	0	Units of Service	786
Avg Hours Per Client	0.0	Avg Days Per Client	0.0	Avg Days Per Client	0.0	Avg Hours Per Client	27.1
Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	0	Avg Daily Census	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				7	50.0	40.4
61 Completed Court Commitment										2	14.3	8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated										1	7.1	12.7
66 Broke Rules										4	28.6	4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	5	35.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 FOCUS (463)**

**Drug Court Clients
 Indicator Number of Positive Number of Results
 Summary Results =3 Needs Improvement =2**

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	55.3	8	9	88.9	😊
	Planned Discharges	35	47.9	6	8	75.0	😊
	Employment	20	37.3	2	4	50.0	😊
	Initiation of Treatment		91.0	29	32	90.6	😐
	Engagement in Treatment		86.3	25	32	78.1	😐
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Consumer Survey (FY02 Clients)	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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- Detox clients with presenting problems of *abuse* rather than *dependence*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

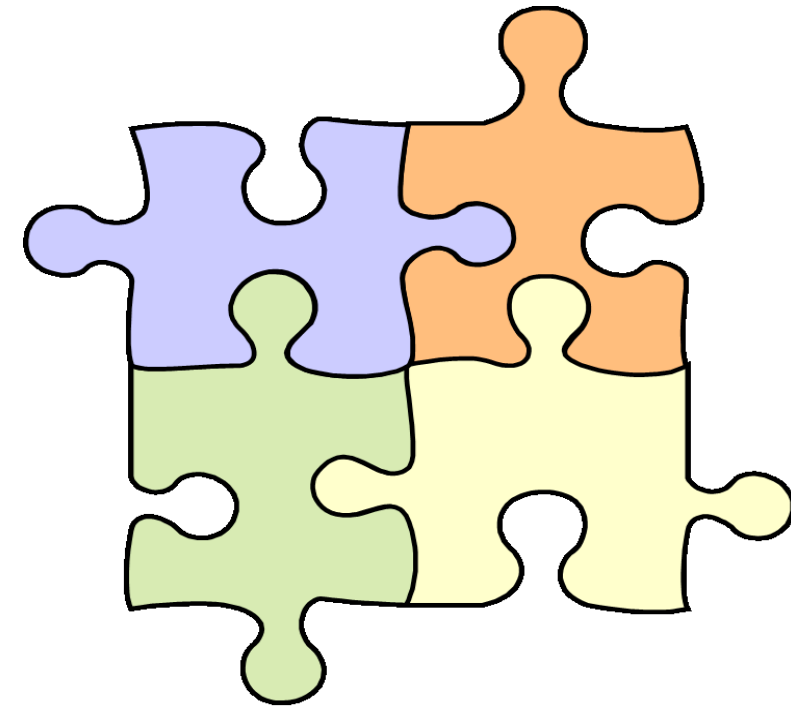
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 7

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	86	14	100	0	0	100	0	0	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	57	0	14	100	0	0.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

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	1	3	1	0	0	0	2	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	7
Units of Service	0	0	138
Avg Hours Per Client	0.0	0.0	19.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				2	100.0	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated												12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 YOUTH AND FAMILY SERVICES OF N. CENTRAL OKLAHOMA, INC. (465)

Drug Court Clients
 Indicator Summary
 Number of Positive Results =2
 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment Engagement in Treatment		91.0	1	1	100.0	☺
		86.3	1	1	100.0	☺	
Long-Term Outcomes (CY00 Clients)			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
Difference Between Pre & Post Treatment			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

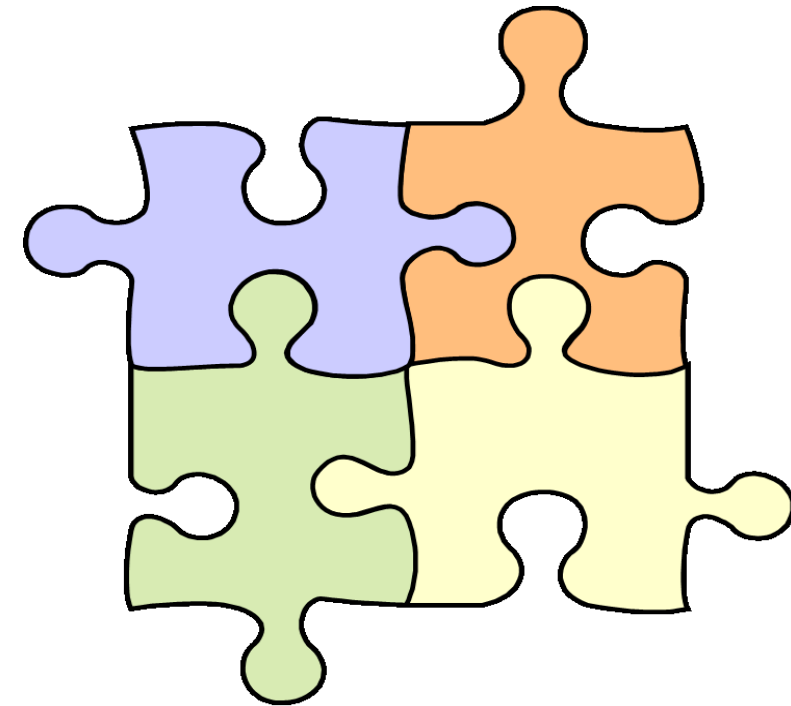
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Oklahoma Department of Mental Health and Substance Abuse Services

RIVERSIDE COUNSELING (476)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 RIVERSIDE COUNSELING (476)**

Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 33

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	73	27	0	18	70	79	0	15	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24.2	0.0	36	58	3	3	15	0.0	18.2	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	11	1	12	6	0	2	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 33
Units of Service	0	Units of Service 0	Units of Service 1,740
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 52.7
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 5

Discharges

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

- 60 Completed Treatment
- 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
- 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.

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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 RIVERSIDE COUNSELING (476)**

Drug Court Clients
 Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
			91.0	30	33	90.9	☹
			86.3	29	33	87.9	☺
<u>Long-Term Outcomes (CY00 Clients)</u>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
<u>Consumer Survey (FY02 Clients)</u>		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

For all measures:

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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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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

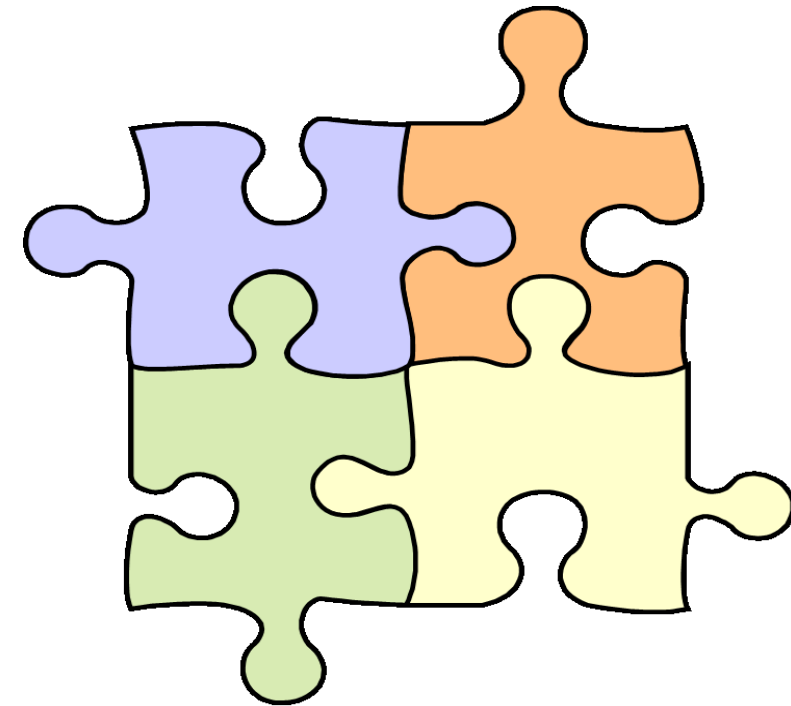
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

CARL ALBERT C.M.H.C. (501)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CARL ALBERT C.M.H.C. (501)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
21

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	76	24	0	48	48	67	0	33	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	52.4	47.6	71	81	19	62	14	0.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	0	0	1	1	0	0	0	0	\$40,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	21
Units of Service	0	0	344
Avg Hours Per Client	0.0	0.0	16.4
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				8	38.1	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days										11	52.4	7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated										2	9.5	12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	14	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CARL ALBERT C.M.H.C. (501)

Drug Court Clients
Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	6	21	28.6	☹
	Planned Discharges	35	47.9	8	19	42.1	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	11	11	100.0	☺
	Engagement in Treatment		86.3	10	11	90.9	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

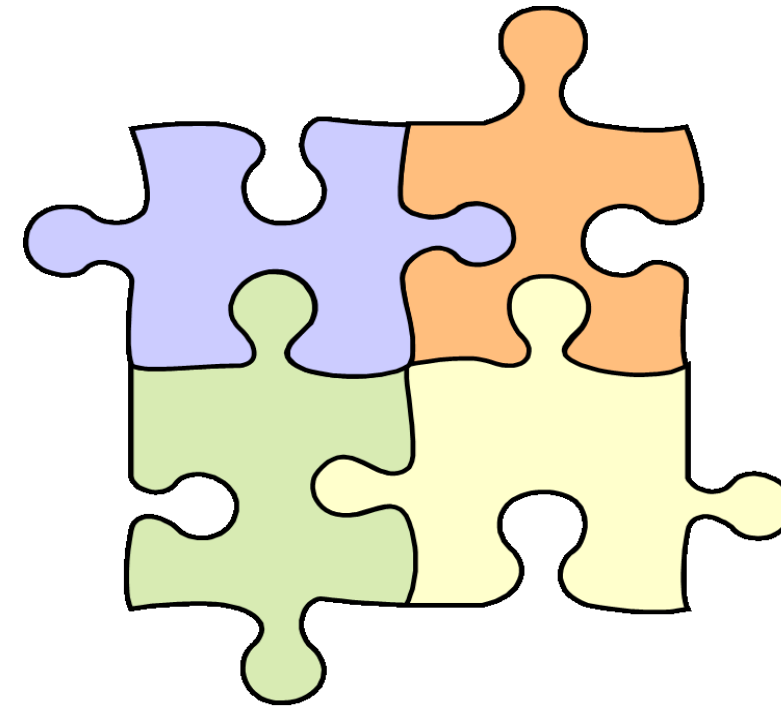
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Oklahoma Department of Mental Health and Substance Abuse Services

M.H. SERVICES OF SOUTHERN OKLAHOMA (552)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)**

**Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
43**

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	61	39	0	46	50	70	11	17	0	2	2.2
State Avg	69	31	5	24	60	68	12	15	0	2	1.5
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	47.8	37.0	35	67	11	48	15	0.0	0.0	10.9	
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9	

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
											\$100,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 43	Clients 0	Clients 0
Units of Service 0	Units of Service 1,083	Units of Service 0	Units of Service 0
Avg Hours Per Client 0.0	Avg Days Per Client 25.2	Avg Days Per Client 0.0	Avg Hours Per Client 0.0
Avg Daily Census 0	Avg Daily Census 3	Avg Daily Census 0	Avg Daily Census 0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				1	100.0	100.0						40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated												12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	4	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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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
M.H. SERVICES OF SOUTHERN OKLAHOMA (552)**

**Drug Court Clients
Indicator Summary** Number of Positive Results =12 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
	Residential	Readmissions within 30 days	2	1.6	1	45	2.2
	Readmissions within 90 days	6	7.9	4	45	8.9	☹
	Level of Functioning Improvement	80					
	Planned Discharges	85	96.6	42	43	97.7	☺
	14-Day Followup	35	67.3	29	43	67.4	☺
	Initiation of Treatment		100.0	24	24	100.0	☺
	Engagement in Treatment		54.2	13	24	54.2	☺
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	47.9	3	4	75.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	19	0	0.0	☺	
	Incarceration	40.0	2	0	0.0	☺	
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	0.2	62	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.38%	30.65%	6.45%	-24.19%	☺	
	Incarceration	13.11%	3.23%	16.13%	12.90%	☺	
	Median Wages	\$555.10	\$1,383.70	\$2,370.00	\$986.40	☺	
	Clients With Wages	-7.58%	43.55%	50.00%	6.45%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

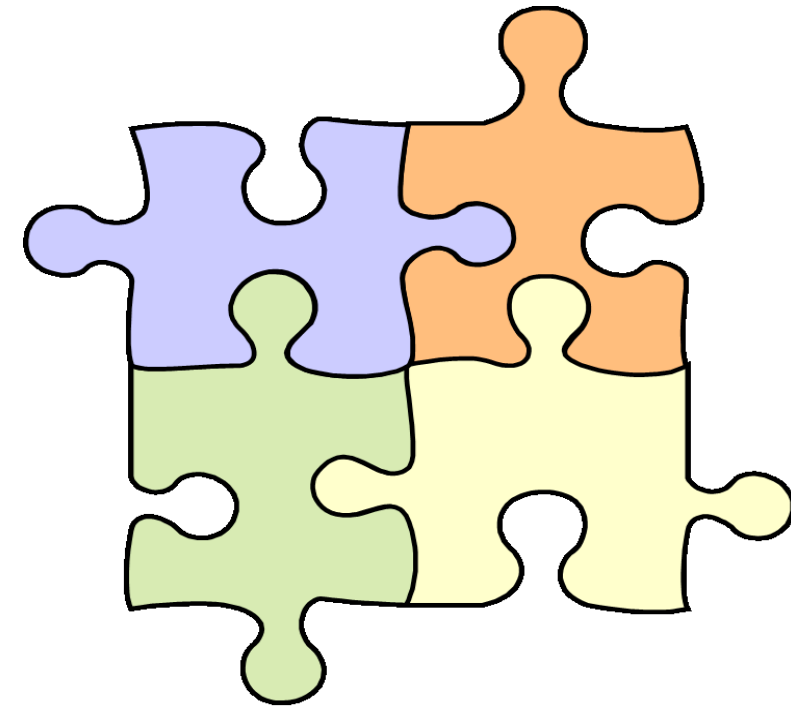
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Oklahoma Department of Mental Health and Substance Abuse Services

RED ROCK BEHAVIORAL HEALTH SVC (553)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 RED ROCK BEHAVIORAL HEALTH SVC (553)**

Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 8

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	88	13	100	0	0	88	0	13	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	25	0	0	100	25	0.0	0.0	25.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients 0	Clients 0	Clients 0	Clients 8
Units of Service 0	Units of Service 0	Units of Service 0	Units of Service 193
Avg Hours Per Client 0.0	Avg Days Per Client 0.0	Avg Days Per Client 0.0	Avg Hours Per Client 24.1
Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 0	Avg Daily Census 1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				3	60.0	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred										1	20.0	17.0
65 Incarcerated										1	20.0	12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 RED ROCK BEHAVIORAL HEALTH SVC (553)**

Drug Court Clients
 Indicator Number of Positive Number of Results Needing
 Summary Results =1 Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	47.9	1	2	50.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism							
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

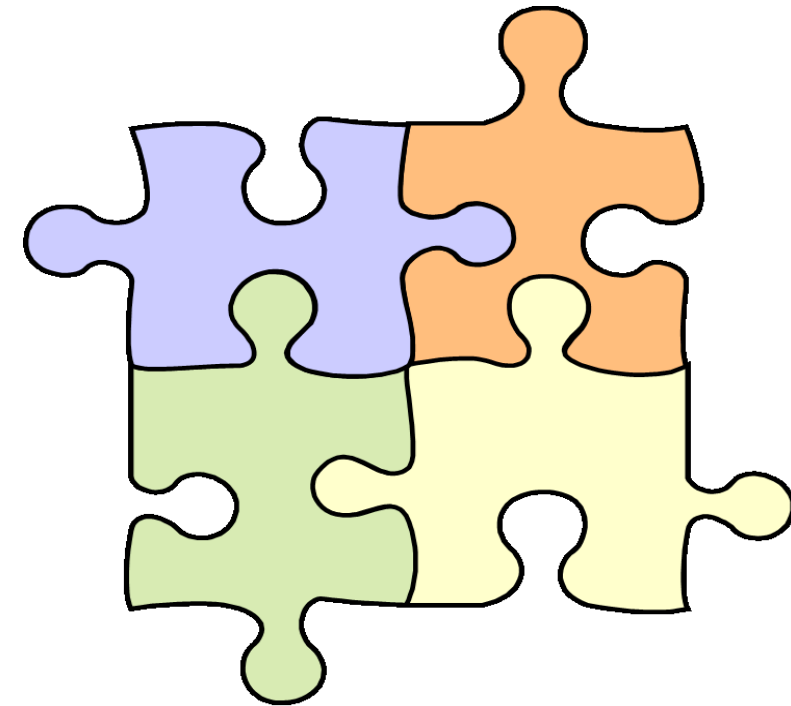
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 WEST (558)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK WEST (558)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
6

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	83	17	100	0	0	83	0	17	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16.7	16.7	67	50	0	83	0	0.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	5	1	6	0	0	3	0	0	\$14,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	136
Avg Hours Per Client	0.0	0.0	22.6
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				4	66.7	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days										1	16.7	7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated												12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge										1	16.7	0.1

	Count	Percent
Clients Not Seen Within 90 Days	2	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK WEST (558)

Drug Court Clients
Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	1	6	16.7	☹
	Planned Discharges	35	47.9	4	5	80.0	☺
	Employment	20					

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions					
	Incarceration					
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment		

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
Consumer Survey (FY02 Clients)	DUI Convictions					
	Incarceration					
	Median Wages					
	Clients With Wages					
Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Favorable Outcomes						
Service Quality						
Favorable Time to First Service						
Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

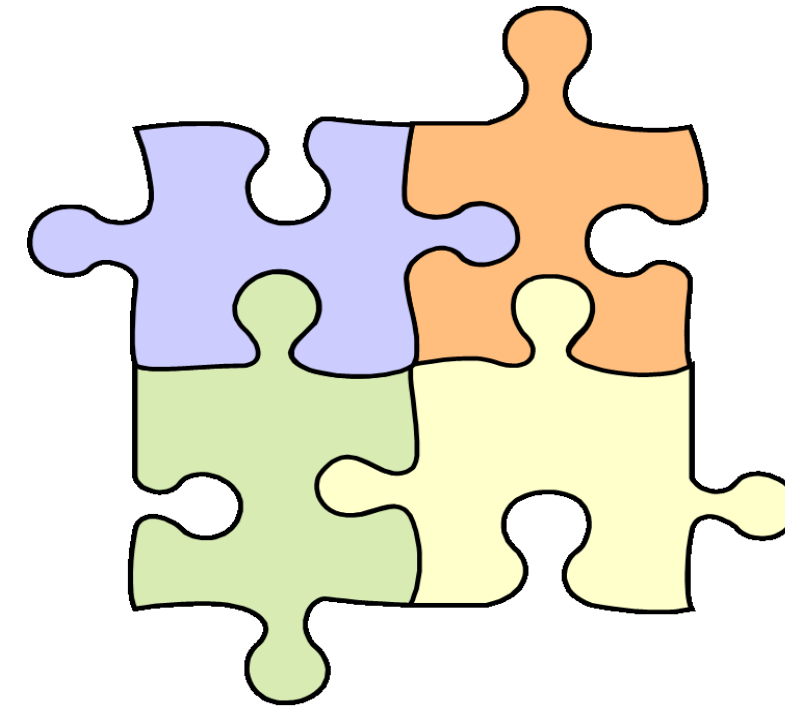
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

TRI-CITY SUBSTANCE ABUSE CTR (639)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TRI-CITY SUBSTANCE ABUSE CTR (639)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
137

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	80	20	0	25	59	54	7	33	0	2	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37.0	33.3	85	43	9	59	22	0.0	8.0	0.7
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	3	0	0	5	4	0	1	0	5	\$120,851.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	137
Units of Service	0	0	5,580
Avg Hours Per Client	0.0	0.0	40.7
Avg Daily Census	0	0	15

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				37	43.5	40.4
61 Completed Court Commitment										14	16.5	8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred										6	7.1	17.0
65 Incarcerated										18	21.2	12.7
66 Broke Rules												4.8
67 AWOL										7	8.2	7.0
68 Death										1	1.2	0.5
69 Failed to Begin Treatment										2	2.4	1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TRI-CITY SUBSTANCE ABUSE CTR (639)

Drug Court Clients
Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	55.3	22	42	52.4	☺
	Planned Discharges	35	47.9	14	32	43.8	☺
	Employment	20	37.3	3	8	37.5	☺
	Initiation of Treatment		91.0	91	101	90.1	☹
	Engagement in Treatment		86.3	89	101	88.1	☺

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.5	3	0	0.0	☺
	Incarceration					
Post Discharge	Mortality	0.2	32	0	0.0	☺

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.38%	9.38%	3.13%	-6.25%	☹
	Incarceration	13.11%	0.00%	9.38%	9.38%	☺
	Median Wages	\$555.10	\$2,986.60	\$3,864.70	\$878.10	☺
	Clients With Wages	-7.58%	56.25%	56.25%	0.00%	☺

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction					
	Favorable Outcomes					
	Service Quality					
	Favorable Time to First Service					
	Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

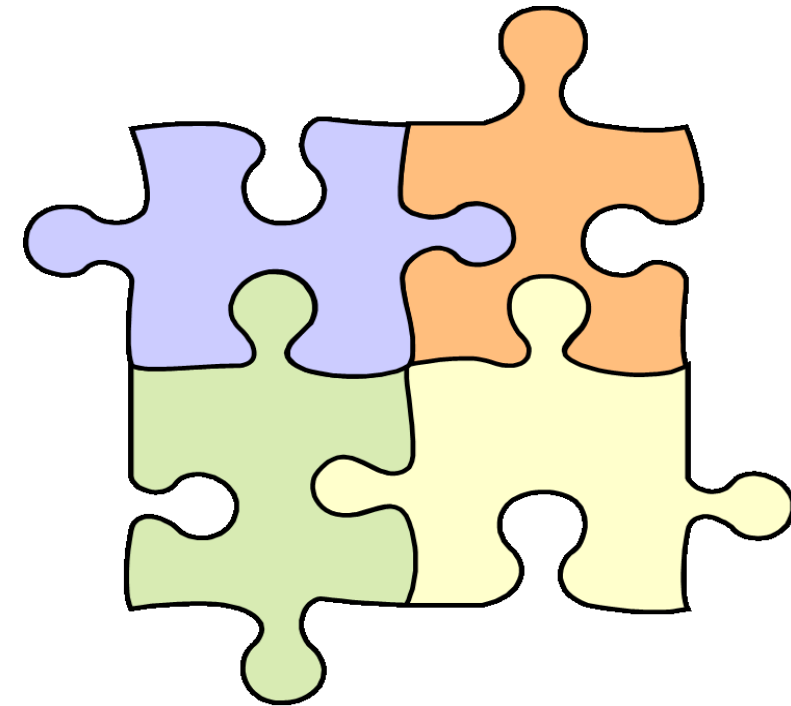
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
9

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	78	22	100	0	0	78	11	11	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	44	0	11	100	22	0.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
3	0	0	1	0	4	3	0	0	0	0	\$9,600.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	9
Units of Service	0	0	153
Avg Hours Per Client	0.0	0.0	17.0
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				4	44.4	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated												12.7
66 Broke Rules										3	33.3	4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment										2	22.2	1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

Drug Court Clients
Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	24.1	1	1	100.0	☺
	Planned Discharges	85	96.6	1	1	100.0	☺
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	55.3	6	6	100.0	☺
	Planned Discharges	35	47.9	4	7	57.1	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
Long-Term Outcomes (CY00 Clients)							
Recidivism	DUI Convictions		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment							
	DUI Convictions		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)							
	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

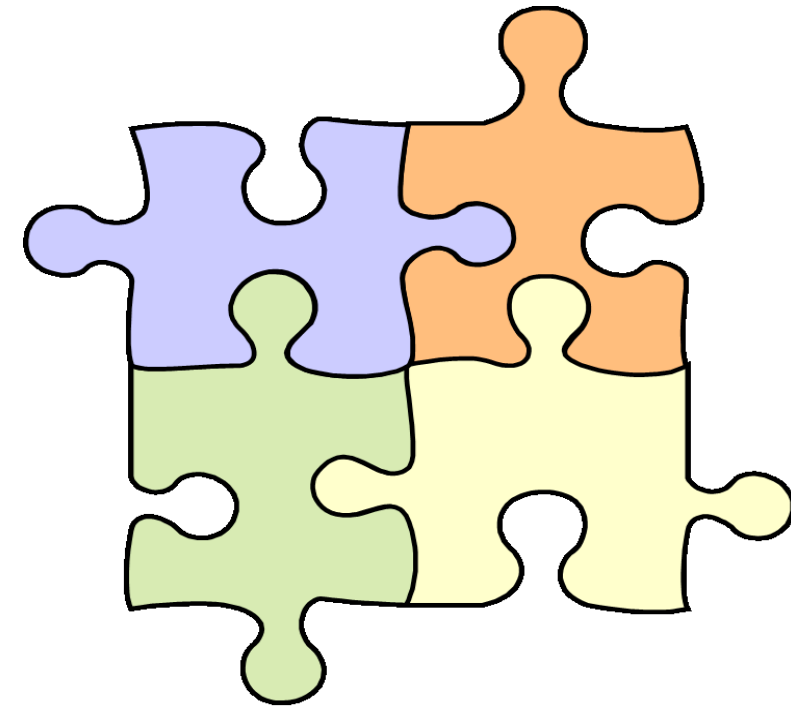
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Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
118

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	70	30	0	33	59	83	4	8	0	1	0.8
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	49.2	36.7	46	62	4	72	18	0.8	4.2	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	4	0	6	2	0	0	1	4	\$100,931.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	118
Units of Service	0	0	2,917
Avg Hours Per Client	0.0	0.0	24.7
Avg Daily Census	0	0	8

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	30	36.1	40.4			
61 Completed Court Commitment							6	7.2	8.2			
62 Left ACA/ 90 Days							20	24.1	7.9			
63 Moved												0.1
64 Transferred							22	26.5	17.0			
65 Incarcerated							5	6.0	12.7			
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	26	40.6

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.

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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

Drug Court Clients
Indicator Summary Number of Positive Results =10 Number of Results Needing Improvement =5

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80	100.0	1	1	100.0	😊
	14-Day Follow-up	25	48.0	1	1	100.0	😊
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	24.1	4	4	100.0	😊
	Planned Discharges	85	96.6	4	4	100.0	😊
	14-Day Followup	35	67.3	3	4	75.0	😊
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	55.3	15	48	31.3	😊
	Planned Discharges	35	47.9	15	48	31.3	😞
	Employment	20	37.3	4	22	18.2	😞
	Initiation of Treatment		91.0	40	48	83.3	😞
	Engagement in Treatment		86.3	34	48	70.8	😞

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions	6.5	1	0	0.0	😊
	Incarceration					
Post Discharge	Mortality	0.2	5	0	0.0	😊
Difference Between Pre & Post Treatment	DUI Convictions	-7.38%	20.00%	0.00%	-20.00%	😊
	Incarceration					
	Median Wages	\$555.10	\$3,537.80	\$4,685.90	\$1,148.20	😊
	Clients With Wages	-7.58%	80.00%	60.00%	-20.00%	😞

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction						
Favorable Outcomes						
Service Quality						
Favorable Time to First Service						
Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

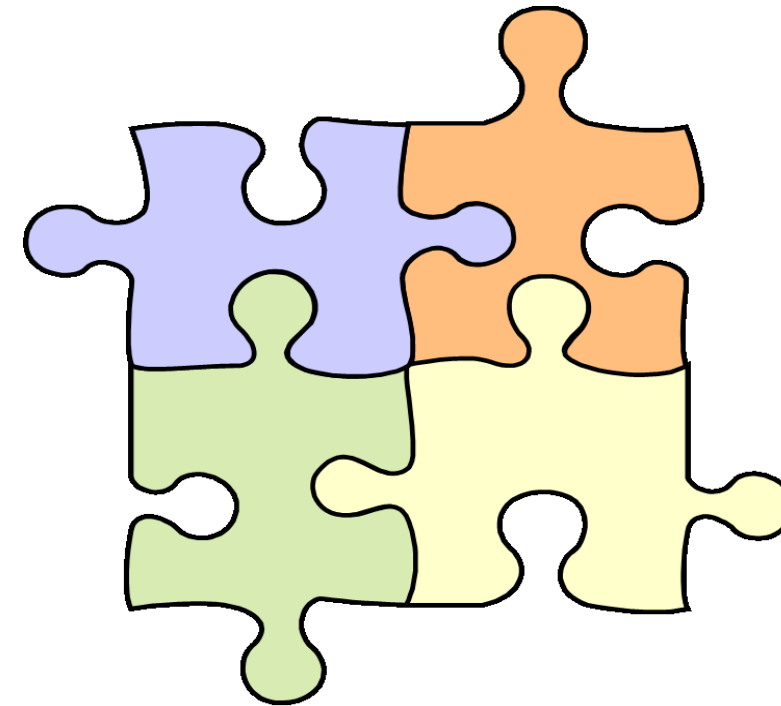
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
121

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	70	30	0	36	57	61	2	26	0	4	0.8
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	37.7	28.7	48	42	6	46	43	2.5	16.4	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	6	2	0	10	1	0	2	0	4	\$91,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	121
Units of Service	0	0	3,688
Avg Hours Per Client	0.0	0.0	30.5
Avg Daily Census	0	0	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	19	15.6	40.4			
61 Completed Court Commitment							17	13.9	8.2			
62 Left ACA/ 90 Days							4	3.3	7.9			
63 Moved												0.1
64 Transferred										65	53.3	17.0
65 Incarcerated										14	11.5	12.7
66 Broke Rules												4.8
67 AWOL							1	0.8	7.0			
68 Death							1	0.8	0.5			
69 Failed to Begin Treatment							1	0.8	1.4			
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	20	16.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

Drug Court Clients
Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	36	77	46.8	☺
	Planned Discharges	35	47.9	17	101	16.8	☹
	Employment	20	37.3	28	49	57.1	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	31	36	86.1	☹
	Engagement in Treatment		86.3	27	36	75.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

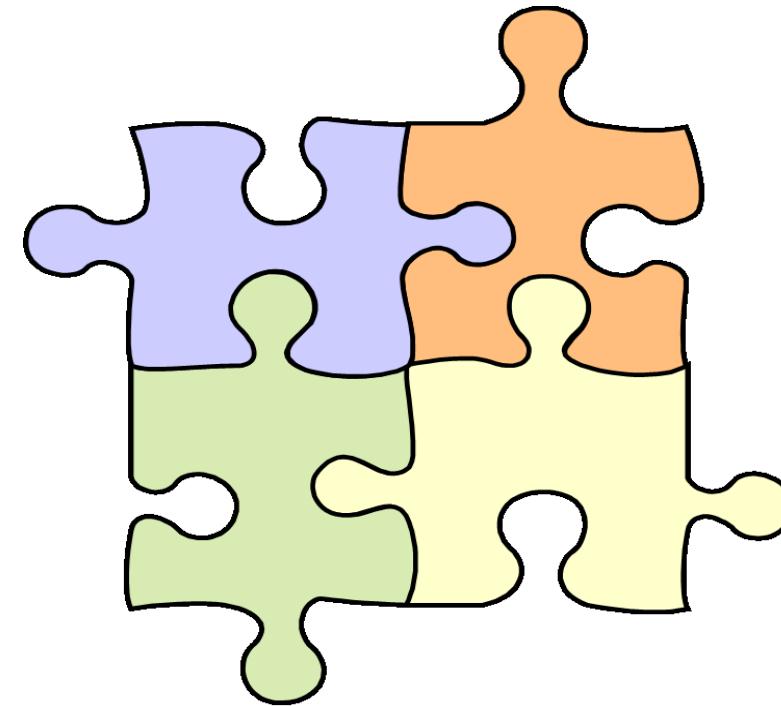
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Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EAGLE RIDGE INSTITUTE (820)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
99

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	62	38	0	16	76	65	3	15	1	0	1.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	57.6	49.5	75	32	10	61	49	3.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	2	0	4	1	0	0	0	0	\$80,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	99
Units of Service	0	0	5,292
Avg Hours Per Client	0.0	0.0	53.5
Avg Daily Census	0	0	14

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	17	39.5	40.4			
61 Completed Court Commitment							2	4.7	8.2			
62 Left ACA/ 90 Days									7.9			
63 Moved										0.1		
64 Transferred							1	2.3	17.0			
65 Incarcerated							1	2.3	12.7			
66 Broke Rules							5	11.6	4.8			
67 AWOL							15	34.9	7.0			
68 Death							1	2.3	0.5			
69 Failed to Begin Treatment							1	2.3	1.4			
91 Administrative Discharge										0.1		

	Count	Percent
Clients Not Seen Within 90 Days	24	41.4

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EAGLE RIDGE INSTITUTE (820)

Drug Court Clients
Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	22	33	66.7	☺
	Planned Discharges	35	47.9	13	33	39.4	☺
	Employment	20	37.3	4	19	21.1	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	57	62	91.9	☺
	Engagement in Treatment		86.3	56	62	90.3	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

For all measures:

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

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

- Clients identified as dependents or codependents
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TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

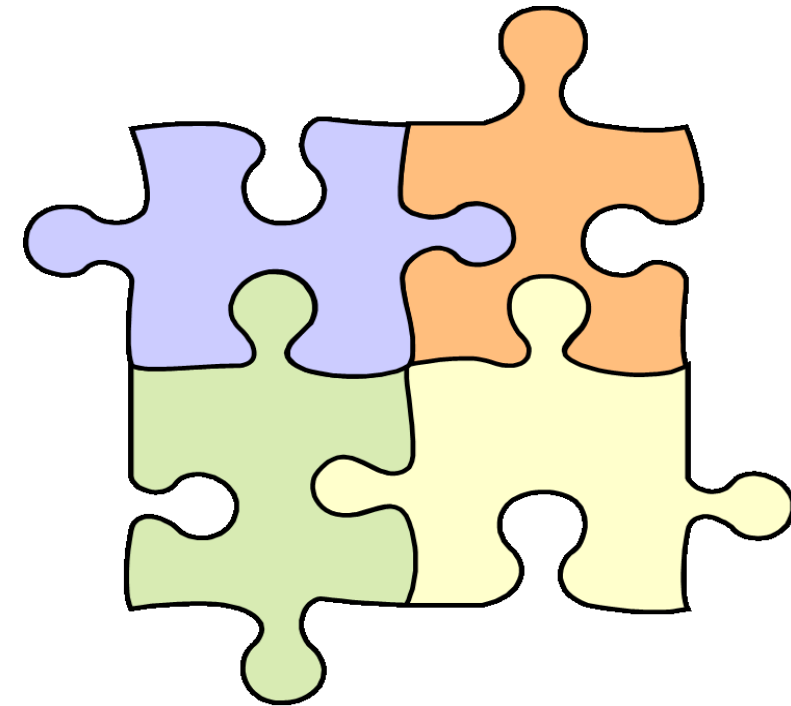
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
82

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	51	49	0	11	73	66	29	5	0	0	1.2
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	31.7	25.6	72	33	48	49	13	4.9	11.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree							Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total		CADC	CAC	CCM	CPS	Other	
1	0	5	1	0	7		4	0	1	0	1	\$145,600.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	82
Units of Service	0	0	3,407
Avg Hours Per Client	0.0	0.0	41.5
Avg Daily Census	0	0	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	34	53.1	40.4			
61 Completed Court Commitment							1	1.6	8.2			
62 Left ACA/ 90 Days							6	9.4	7.9			
63 Moved												0.1
64 Transferred							3	4.7	17.0			
65 Incarcerated							17	26.6	12.7			
66 Broke Rules												4.8
67 AWOL							1	1.6	7.0			
68 Death							1	1.6	0.5			
69 Failed to Begin Treatment							1	1.6	1.4			
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	1	2.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

Drug Court Clients
Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =6

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	34	49	69.4	☺
	Planned Discharges	35	47.9	29	40	72.5	☺
	Employment	20	37.3	11	28	39.3	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	50	55	90.9	☹
	Engagement in Treatment		86.3	48	55	87.3	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	7	1	14.3	☹	
	Incarceration	40.0	3	1	33.3	☺	
Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment					
	Mortality	0.2	59	0	0.0	☺	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.38%	11.86%	8.47%	-3.39%	☹	
	Incarceration	13.11%	5.08%	25.42%	20.34%	☹	
	Median Wages	\$555.10	\$2,661.40	\$2,647.80	-\$13.60	☹	
	Clients With Wages	-7.58%	62.71%	54.24%	-8.47%	☹	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

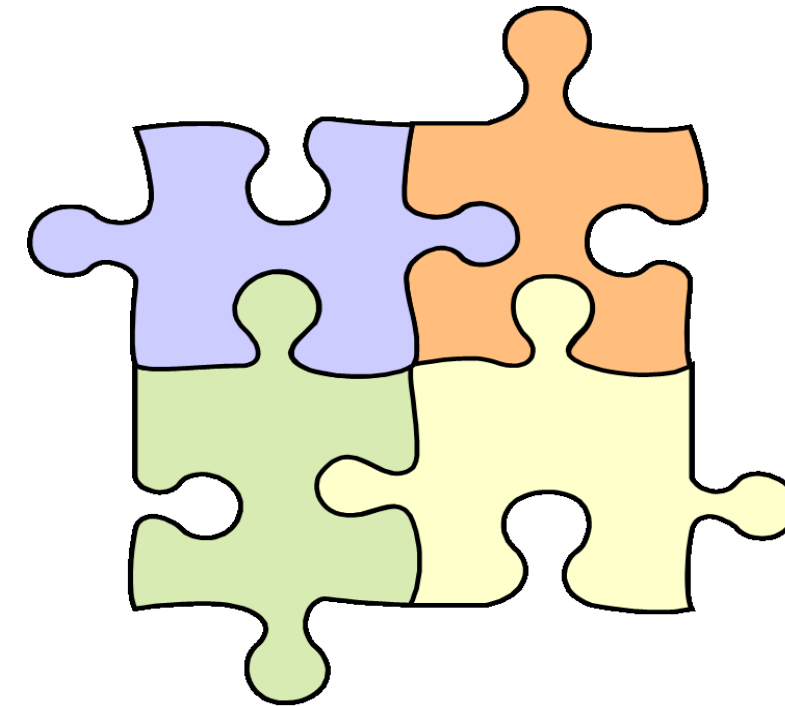
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
223

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	75	25	0	23	60	60	26	7	0	5	2.6
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15.3	10.2	63	21	25	47	16	0.4	4.7	17.9
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
0	3	5	0	0	8	0	0	1	1	0	\$252,800.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	223
Units of Service	0	0	28,888
Avg Hours Per Client	0.0	0.0	129.5
Avg Daily Census	0	0	79

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	41	43.6	40.4			
61 Completed Court Commitment							10	10.6	8.2			
62 Left ACA/ 90 Days									7.9			
63 Moved												0.1
64 Transferred							4	4.3	17.0			
65 Incarcerated							26	27.7	12.7			
66 Broke Rules									4.8			
67 AWOL							11	11.7	7.0			
68 Death									0.5			
69 Failed to Begin Treatment							2	2.1	1.4			
91 Administrative Discharge									0.1			

	Count	Percent
Clients Not Seen Within 90 Days	48	45.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
METRO TULSA SUBSTANCE ABUSE SERVICE (904)

Drug Court Clients
Indicator Summary Number of Positive Results =13 Number of Results Needing Improvement =4

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80	85.7	12	13	92.3	☺
	Planned Discharges	80	100.0	52	52	100.0	☺
	14-Day Follow-up	25	48.0	11	24	45.8	☺
	Initiation of Treatment		42.9	3	7	42.9	☺
	Engagement in Treatment		42.9	3	7	42.9	☺
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	17	82	20.7	☹
	Planned Discharges	35	47.9	64	79	81.0	☺
	Employment	20	37.3	6	27	22.2	☺
	Initiation of Treatment		91.0	99	110	90.0	☹
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		86.3	99	110	90.0	☺
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	5	0	0.0	☺	
Post Discharge	Incarceration	40.0	10	4	40.0	☺	
	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		0.2	89	0	0.0	☺	
		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.38%	5.62%	4.49%	-1.12%	☹	
	Incarceration	13.11%	11.24%	23.60%	12.36%	☺	
Median Wages	\$555.10	\$2,389.70	\$3,507.90	\$1,118.20	☺		
Clients With Wages	-7.58%	73.03%	59.55%	-13.48%	☹		
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

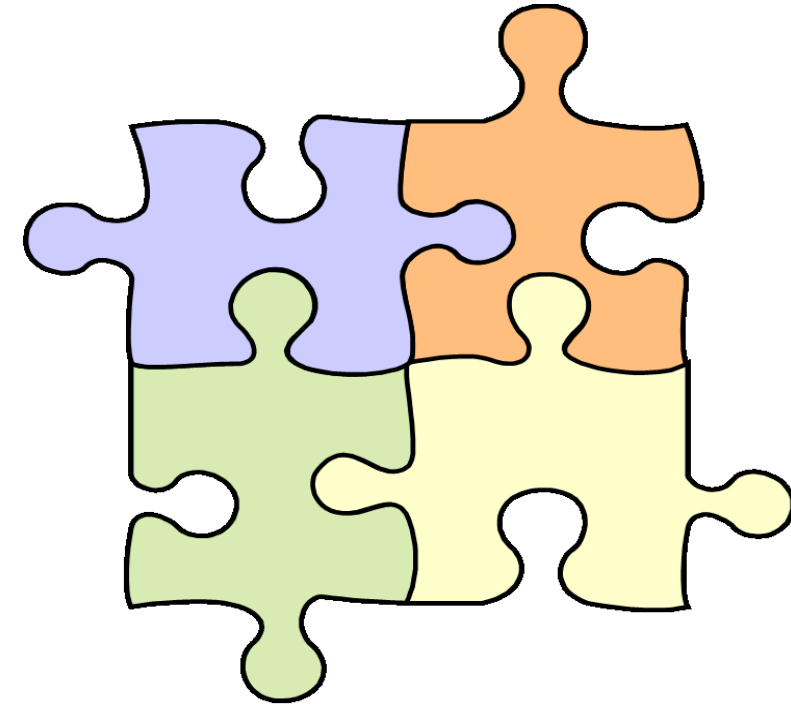
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
40

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	58	43	0	18	78	53	20	28	0	0	5.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	57.5	42.5	43	53	23	48	40	10.0	15.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
0	0	3	1	0	4	1	0	2	0	0	\$64,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 40
Units of Service	0	Units of Service 0	Units of Service 2,640
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 66.0
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
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												
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	12	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Drug Court Clients
Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	2	2	100.0	☺
	Planned Discharges	35	47.9	1	2	50.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	17	18	94.4	☺
	Engagement in Treatment		86.3	16	18	88.9	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality	0.2	# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺	
			1	0			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions						
	Incarceration	13.11%	0.00%	100.00%	100.00%	☹	
	Median Wages	\$555.10	\$0.00	\$0.00	\$0.00	☹	
Clients With Wages	-7.58%	0.00%	0.00%	0.00%	☺		
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

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Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
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- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

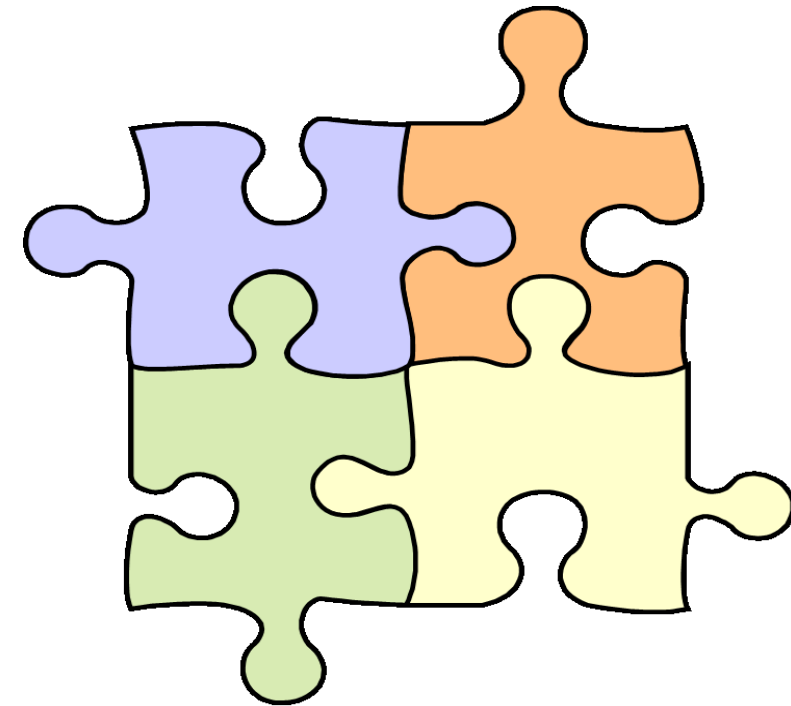
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Oklahoma Department of Mental Health and Substance Abuse Services

NORMAN ALCOHOL INFORMATION CTR (906)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN ALCOHOL INFORMATION CTR (906)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
72

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	72	28	26	33	35	89	4	3	0	0	1.4
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15.3	9.7	63	26	15	76	36	2.8	5.6	22.2
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	5	7	0	16	12	0	0	2	4	\$112,100.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	72
Units of Service	0	0	4,198
Avg Hours Per Client	0.0	0.0	58.3
Avg Daily Census	0	0	12

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	23	56.1	40.4			
61 Completed Court Commitment							4	9.8	8.2			
62 Left ACA/ 90 Days							4	9.8	7.9			
63 Moved												0.1
64 Transferred							3	7.3	17.0			
65 Incarcerated							4	9.8	12.7			
66 Broke Rules							1	2.4	4.8			
67 AWOL									7.0			
68 Death									0.5			
69 Failed to Begin Treatment							2	4.9	1.4			
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	9	26.5

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN ALCOHOL INFORMATION CTR (906)

Drug Court Clients
Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std	
Detox	Level of Functioning Improvement	80						
	Planned Discharges	80						
	14-Day Follow-up	25						
	Initiation of Treatment							
	Engagement in Treatment							
Residential	Readmissions within 30 days	2						
	Readmissions within 90 days	6						
	Level of Functioning Improvement	80						
	Planned Discharges	85						
	14-Day Followup	35						
Halfway	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	80						
	Planned Discharges	90						
	Employment	80						
Outpatient	Initiation of Treatment							
	Engagement in Treatment							
	Level of Functioning Improvement	30	55.3	19	25	76.0	☺	
	Planned Discharges	35	47.9	12	22	54.5	☺	
	Employment	20	37.3	2	5	40.0	☺	
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		91.0	6	6	100.0	☺	
	Engagement in Treatment		86.3	6	6	100.0	☺	
	Recidivism	DUI Convictions	6.5		1	0	0.0	☺
		Incarceration	40.0		1	1	100.0	☹
	Post Discharge	Mortality	0.2		# Clients in Year before Treatment	# Deaths in Year After Treatment		
10					0	0.0	☺	
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg			
	DUI Convictions	-7.38%	10.00%	0.00%	0.00%	☹		
	Incarceration	13.11%	10.00%	20.00%	10.00%	☺		
	Median Wages	\$555.10	\$3,128.30	\$2,681.30	-\$447.00	☹		
	Clients With Wages	-7.58%	80.00%	90.00%	10.00%	☺		
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg			
	Satisfaction							
	Favorable Outcomes							
	Service Quality							
	Favorable Time to First Service							
Convenient Time								

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

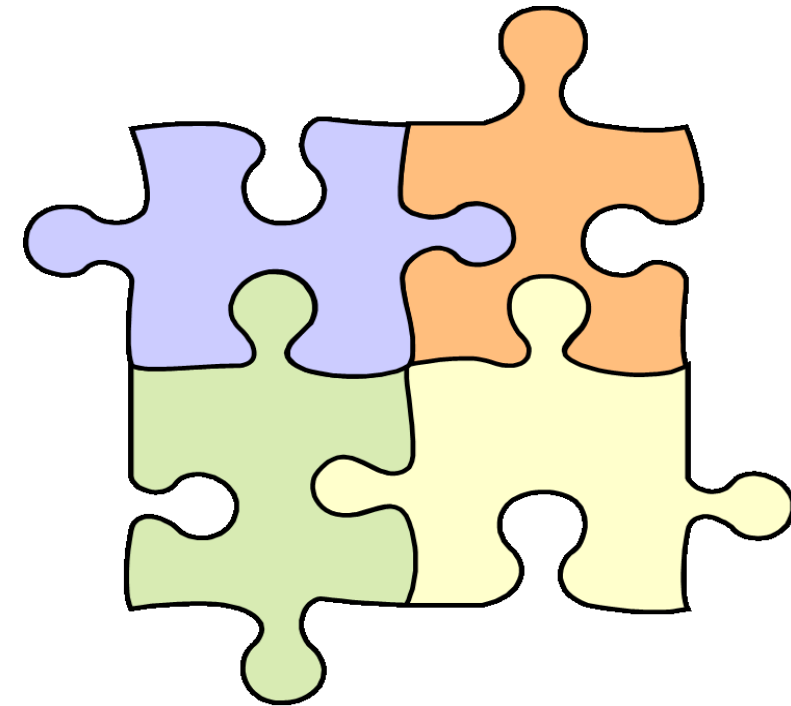
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Oklahoma Department of Mental Health and Substance Abuse Services

N.E. OK COUNCIL ON ALCOHOLISM (907)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 N.E. OK COUNCIL ON ALCOHOLISM (907)

Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 69

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	62	38	0	30	65	74	3	23	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	31.9	18.8	42	30	0	39	12	1.4	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

	Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	1	0	4	1	0	6	4	0	0	0	2	\$76,160.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	69
Units of Service	0	0	3,142
Avg Hours Per Client	0.0	0.0	45.5
Avg Daily Census	0	0	9

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				29	51.8	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days										10	17.9	7.9
63 Moved												0.1
64 Transferred										11	19.6	17.0
65 Incarcerated										3	5.4	12.7
66 Broke Rules										2	3.6	4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment										1	1.8	1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 N.E. OK COUNCIL ON ALCOHOLISM (907)

Drug Court Clients
 Indicator Summary
 Number of Positive Results =13
 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	24.1	6	7	85.7	☺
	Planned Discharges	85	96.6	6	7	85.7	☺
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	21	31	67.7	☺
	Planned Discharges	35	47.9	17	31	54.8	☺
	Employment	20	37.3	5	12	41.7	☺
	Initiation of Treatment		91.0	34	35	97.1	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		86.3	33	35	94.3	☺
	Level of Functioning Improvement						
	Planned Discharges						
	Employment						
	Initiation of Treatment						
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	2	0	0.0	☺	
Incarceration	40.0	3	0	0.0	☺		
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	0.2	45	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.38%	4.44%	2.22%	-2.22%	☺	
	Incarceration	13.11%	6.67%	13.33%	6.67%	☺	
	Median Wages	\$555.10	\$1,828.80	\$2,864.00	\$1,035.30	☺	
	Clients With Wages	-7.58%	68.89%	62.22%	-6.67%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
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- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

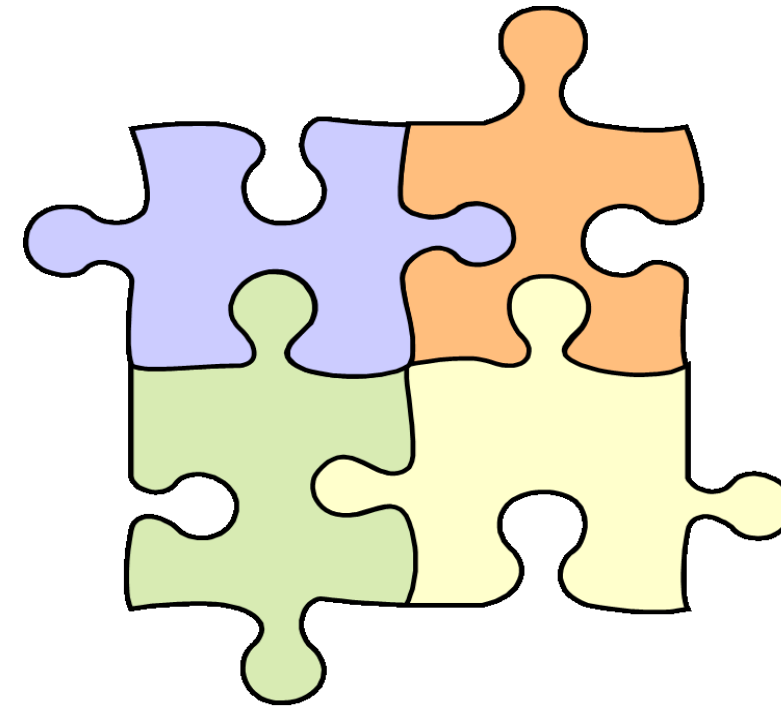
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Oklahoma Department of Mental Health and Substance Abuse Services

DRUG RECOVERY, INC. (910)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 DRUG RECOVERY, INC. (910)

Drug Court Clients
 Clients Admitted and Served
 at the Agency (CY02)
 80

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	49	51	0	11	78	54	39	4	0	3	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	35.0	31.3	60	29	49	60	19	1.3	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
	0	0	7	2	0	9	0	0	0	0	0	\$145,600.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	80
Units of Service	0	0	3,780
Avg Hours Per Client	0.0	0.0	47.3
Avg Daily Census	0	0	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				35	60.3	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days												7.9
63 Moved												0.1
64 Transferred										1	1.7	17.0
65 Incarcerated										3	5.2	12.7
66 Broke Rules										17	29.3	4.8
67 AWOL										2	3.4	7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	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 **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 October 2003
 DRUG RECOVERY, INC. (910)

Drug Court Clients
 Indicator Number of Positive Number of Results Needing
 Summary Results =9 Improvement =7

Indicators:

Short-Term Outcomes (CY02 Clients)

	State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox						
Level of Functioning Improvement	80					
Planned Discharges	80					
14-Day Follow-up	25					
Initiation of Treatment						
Engagement in Treatment						
Residential						
Readmissions within 30 days	2					
Readmissions within 90 days	6	7.9	1	5	20.0	☹
Level of Functioning Improvement	80	24.1	3	3	100.0	☺
Planned Discharges	85	96.6	3	3	100.0	☺
14-Day Followup	35	67.3	3	5	60.0	☺
Initiation of Treatment						
Engagement in Treatment						
Halfway						
Level of Functioning Improvement	80					
Planned Discharges	90					
Employment	80					
Initiation of Treatment						
Engagement in Treatment						
Outpatient						
Level of Functioning Improvement	30	55.3	36	38	94.7	☺
Planned Discharges	35	47.9	27	38	71.1	☺
Employment	20	37.3	12	20	60.0	☺
Initiation of Treatment		91.0	40	42	95.2	☺
Engagement in Treatment		86.3	38	42	90.5	☺

Long-Term Outcomes (CY00 Clients)

	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism					
DUI Convictions	6.5	4	2	50.0	☹
Incarceration	40.0	7	6	85.7	☹
Post Discharge		# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality	0.2	65	0	0.0	☺

Difference Between Pre & Post Treatment

	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions	-7.38%	6.15%	4.62%	-1.54%	☹
Incarceration	13.11%	10.77%	33.85%	23.08%	☹
Median Wages	\$555.10	\$2,271.70	\$2,449.40	\$177.70	☹
Clients With Wages	-7.58%	69.23%	44.62%	-24.62%	☹

Consumer Survey (FY02 Clients)

	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction					
Favorable Outcomes					
Service Quality					
Favorable Time to First Service					
Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

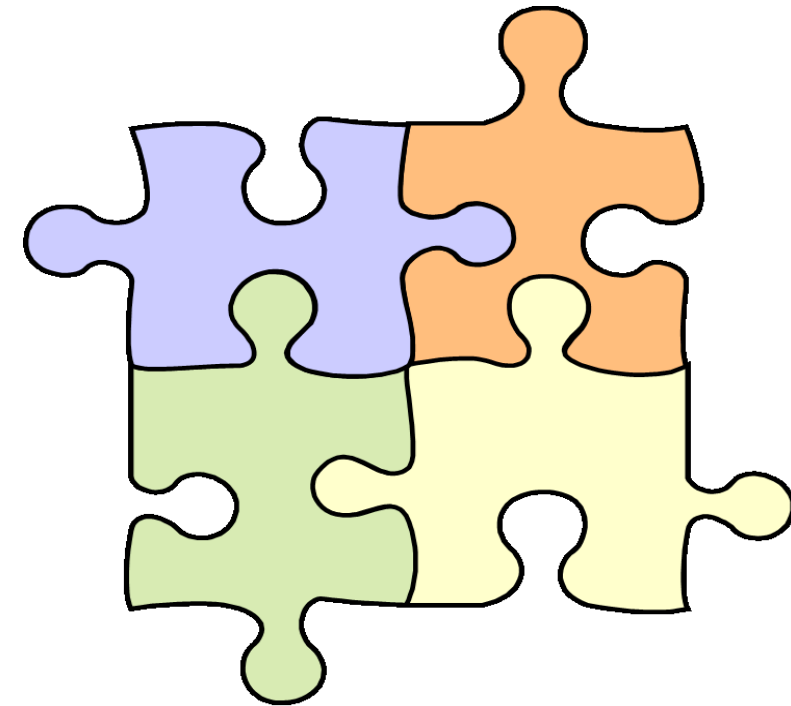
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ADA AREA CHEMICAL DEP. CTR (914)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
19

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	58	42	89	11	0	37	5	47	0	0	0.0
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	10.5	5.3	89	11	0	89	16	5.3	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	0	0	0	2	\$32,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	1,026
Avg Hours Per Client	0.0	0.0	54.0
Avg Daily Census	0	0	3

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0	1	7.1	40.4			
61 Completed Court Commitment							6	42.9	8.2			
62 Left ACA/ 90 Days							1	7.1	7.9			
63 Moved												0.1
64 Transferred							4	28.6	17.0			
65 Incarcerated												12.7
66 Broke Rules							2	14.3	4.8			
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ADA AREA CHEMICAL DEP. CTR (914)

Drug Court Clients
Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30	55.3	8	9	88.9	☺
	Planned Discharges	35	47.9	1	10	10.0	☹
	Employment	20					
	Initiation of Treatment		91.0	1	1	100.0	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		86.3	1	1	100.0	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	13	0	0.0	☺	
	Incarceration	40.0	4	0	0.0	☺	
	Post Discharge	# Clients in Year before Treatment	# Deaths in Year After Treatment	Indicator Score	Results Comparing Score to State Avg		
Mortality	0.2	60	0	0.0	☺		
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions	-7.38%	21.67%	1.67%	-20.00%	☺	
	Incarceration	13.11%	6.67%	11.67%	5.00%	☺	
	Median Wages	\$555.10	\$2,666.70	\$3,202.50	\$535.90	☹	
	Clients With Wages	-7.58%	71.67%	68.33%	-3.33%	☺	
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

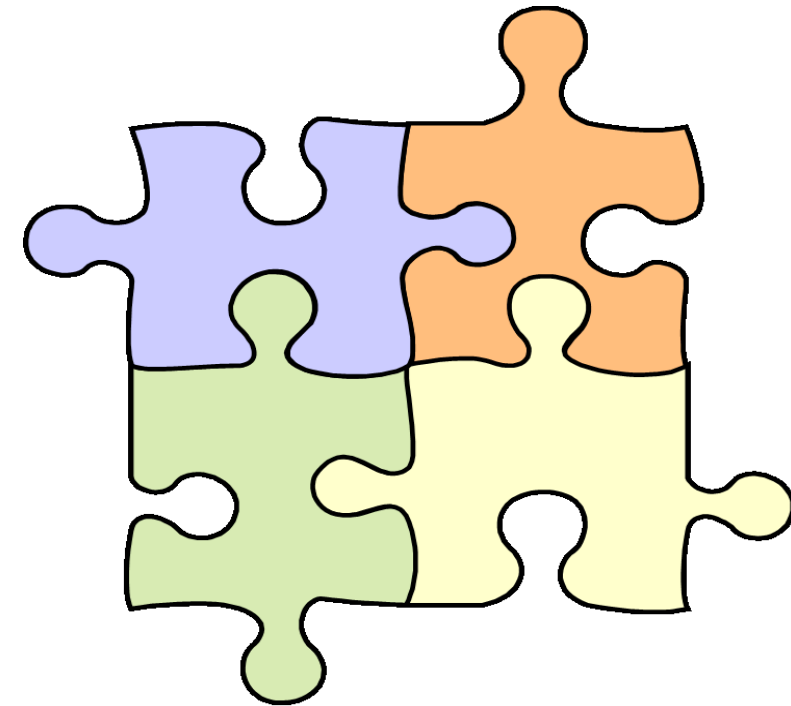
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Oklahoma Department of Mental Health and Substance Abuse Services

GATEWAY TO PREVENTION/RECOVERY (934)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
GATEWAY TO PREVENTION/RECOVERY (934)

Drug Court Clients
Clients Admitted and Served
at the Agency (CY02)
43

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	81	19	0	21	72	70	5	16	0	2	2.3
State Avg	69	31	5	24	60	68	12	15	0	2	1.5

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	39.5	30.2	74	14	12	58	28	0.0	0.0	0.0
State Avg	31.4	24.2	61	35	16	54	23	1.8	6.8	12.9

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	7	6	0	14	4	0	0	0	0	\$88,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	43
Units of Service	0	0	3,717
Avg Hours Per Client	0.0	0.0	86.4
Avg Daily Census	0	0	10

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						100.0				15	48.4	40.4
61 Completed Court Commitment												8.2
62 Left ACA/ 90 Days										10	32.3	7.9
63 Moved												0.1
64 Transferred												17.0
65 Incarcerated										6	19.4	12.7
66 Broke Rules												4.8
67 AWOL												7.0
68 Death												0.5
69 Failed to Begin Treatment												1.4
91 Administrative Discharge												0.1

	Count	Percent
Clients Not Seen Within 90 Days	10	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.

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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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
GATEWAY TO PREVENTION/RECOVERY (934)

Drug Court Clients
Indicator Summary Number of Positive Results =7 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	55.3	9	13	69.2	☺
	Planned Discharges	35	47.9	8	9	88.9	☺
	Employment	20					
	Initiation of Treatment		91.0	16	16	100.0	☺
	Engagement in Treatment		86.3	16	16	100.0	☺
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	0.2	1	0	0.0	☺	
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages	\$555.10	\$797.00	\$4,815.60	\$4,018.60	☺	
	Clients With Wages	-7.58%	00.00%	00.00%	0.00%	☺	
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

For all measures:

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

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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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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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

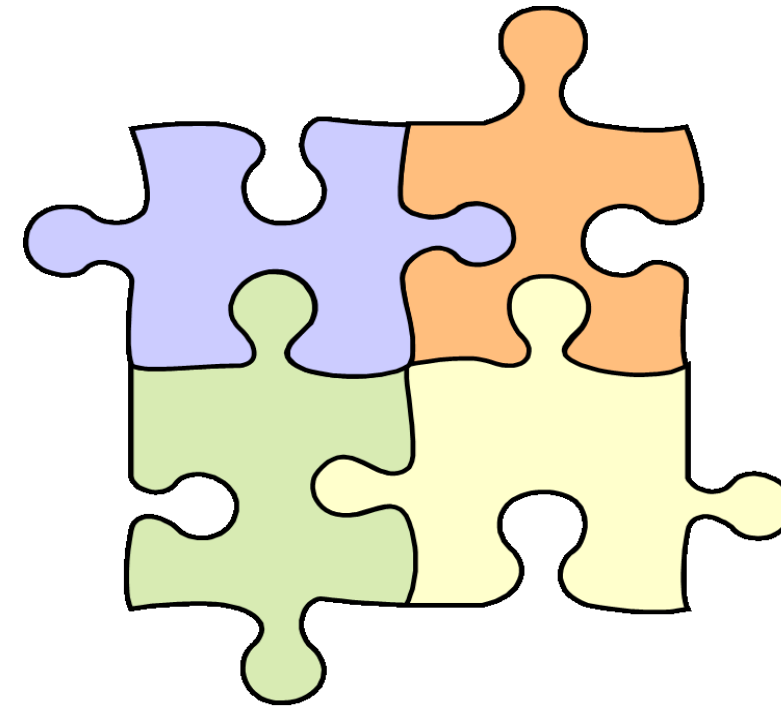
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Oklahoma Department of Mental Health and Substance Abuse Services

State (999)

Drug Court Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)**

Drug Court Clients
**Clients Admitted and Served
at the Agency (CY02)**
1,352

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	69	31	5	24	60	68	12	15	0	2	
State Avg	69	31	5	24	60	68	12	15	0	2	

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency			61	35	16	54	23			
State Avg			61	35	16	54	23			

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 43	Clients 1,342
Units of Service	0	Units of Service 1,083	Units of Service 81,754
Avg Hours Per Client	0.0	Avg Days Per Client 25.2	Avg Hours Per Client 60.9
Avg Daily Census	0	Avg Daily Census 3	Avg Daily Census 224

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
 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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)**

Drug Court Clients
Indicator Summary Number of Positive Results =6 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment		42.9	3	7	42.9	😊
	Engagement in Treatment		42.9	3	7	42.9	😊
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment		100.0	24	24	100.0	😊
Halfway	Engagement in Treatment		54.2	13	24	54.2	😊
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		91.0	676	743	91.0	😊
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		86.3	641	743	86.3	😊
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
	Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
	Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

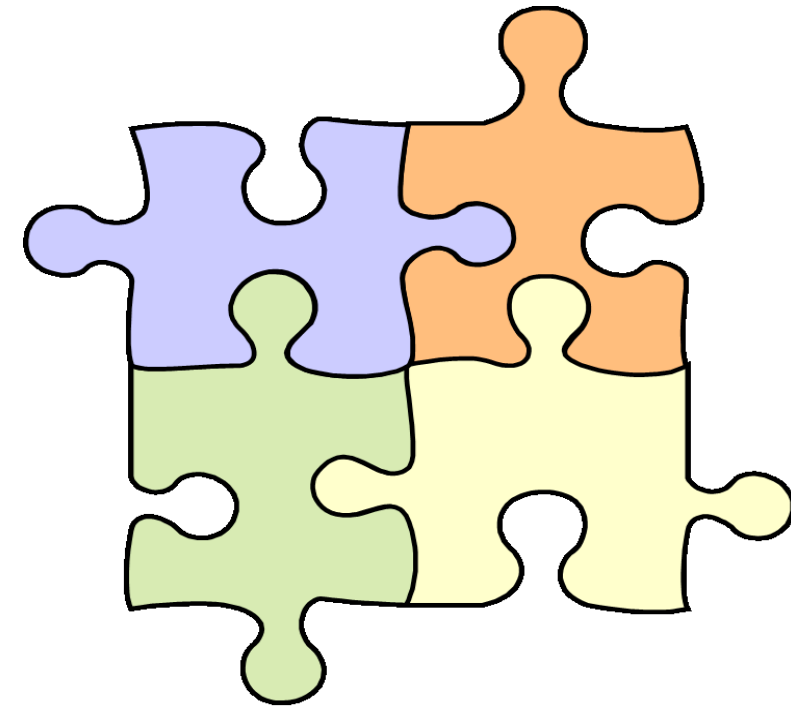
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SHEKINAH COUNSELING SERVICES (464)

**Clients Admitted and Served
at the Agency (CY02)**
25

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	16	84	0	44	52	88	4	8	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	32.0	20.0	72	32	4	32	8	4.0	8.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

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	25
Units of Service	0	0	145
Avg Hours Per Client	0.0	0.0	5.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										5	25.0	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										11	55.0	46.6
63 Moved										2	10.0	5.4
64 Transferred										1	5.0	6.5
65 Incarcerated												0.4
66 Broke Rules										1	5.0	3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SHEKINAH COUNSELING SERVICES (464)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
			82.8	30	34	88.2	☺
			68.9	20	34	58.8	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

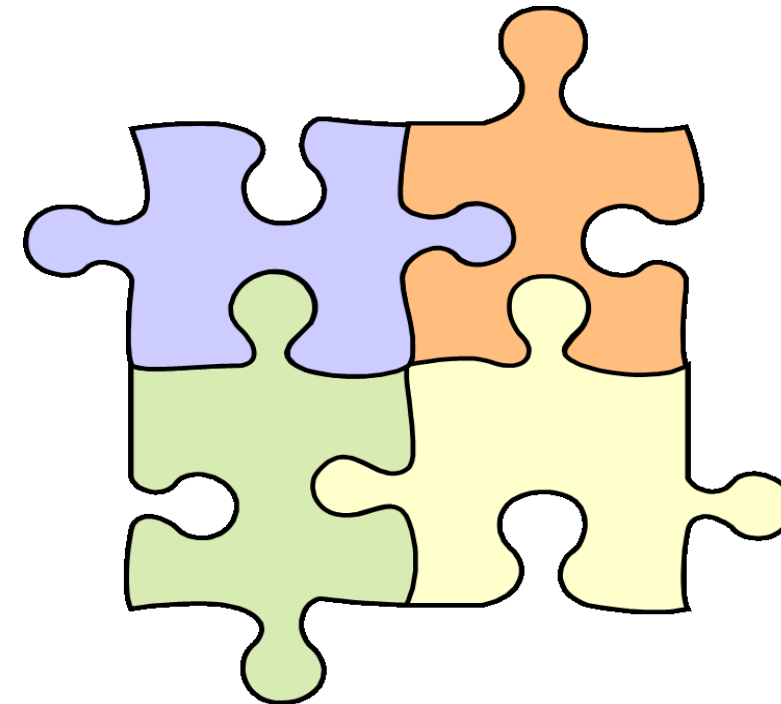
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 BROWN SCHOOLS OF OKLAHOMA, INC (470)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Clients Admitted and Served at the Agency (CY02)
61
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	2	98	0	26	72	39	52	7	0	2	4.9
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	14.8	11.5	61	15	21	69	21	4.9	1.6	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	4	0	5	1	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	61
Units of Service	0	0	3,945
Avg Hours Per Client	0.0	0.0	64.7
Avg Daily Census	0	0	11

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	48	81.4	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3		6	10.2	46.6
63 Moved									31.6			5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2	21.1				3.5
67 AWOL							20.6	5.3		1	1.7	3.9
68 Death												0.2
69 Failed to Begin Treatment										4	6.8	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	8	14.5

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE BROWN SCHOOLS OF OKLAHOMA, INC (470)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	2	38	5.3	☹
	Planned Discharges	35	23.3	42	47	89.4	☺
	Employment	20	14.1	1	38	2.6	☹
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	38	47	80.9	☹
	Engagement in Treatment		68.9	36	47	76.6	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
Consumer Survey (FY02 Clients)	Clients With Wages						
	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

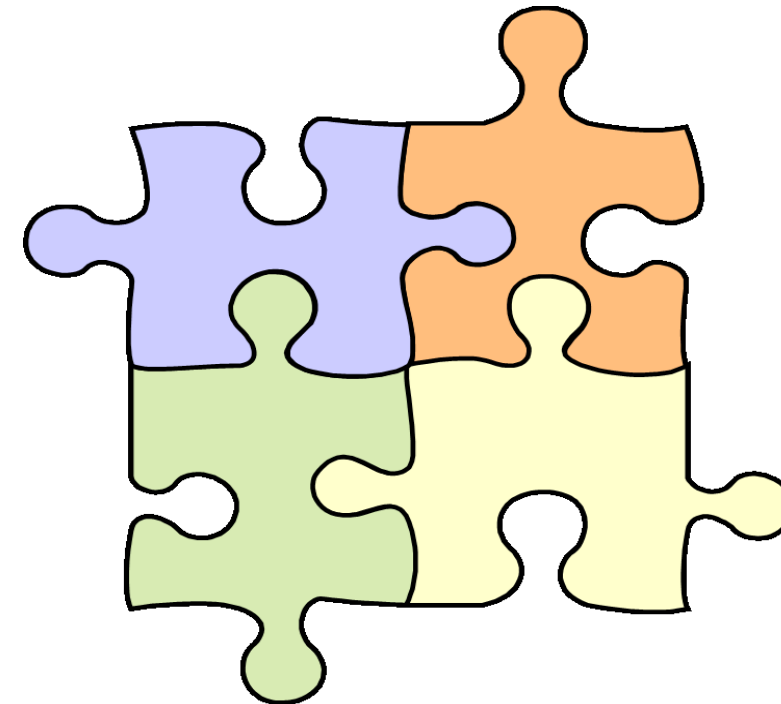
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

COUNSELING CENTER OF S.E. OKLAHOMA (471)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COUNSELING CENTER OF S.E. OKLAHOMA (471)

Clients Admitted and Served at the Agency (CY02)
217
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	7	93	1	39	57	72	12	9	2	2	2.3
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23.0	11.5	82	29	5	55	24	7.4	2.3	11.1
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
9	0	25	16	1	51	1	1	3	0	27	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	217
Units of Service	0	0	14,058
Avg Hours Per Client	0.0	0.0	64.8
Avg Daily Census	0	0	39

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	17	9.4	18.6
61 Completed Court Commitment						1.5				1	0.6	1.0
62 Left ACA/ 90 Days						4.4		5.3		54	29.8	46.6
63 Moved									31.6	13	7.2	5.4
64 Transferred								11.8		22	12.2	6.5
65 Incarcerated												0.4
66 Broke Rules								13.2	21.1	14	7.7	3.5
67 AWOL								20.6	5.3	6	3.3	3.9
68 Death										1	0.6	0.2
69 Failed to Begin Treatment										53	29.3	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	64	38.8

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COUNSELING CENTER OF S.E. OKLAHOMA (471)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	21.1	33	87	37.9	☺
	Planned Discharges	35	23.3	7	91	7.7	☹
	Employment	20	14.1	25	83	30.1	☺
	Initiation of Treatment		82.8	174	213	81.7	☹
	Engagement in Treatment		68.9	138	213	64.8	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

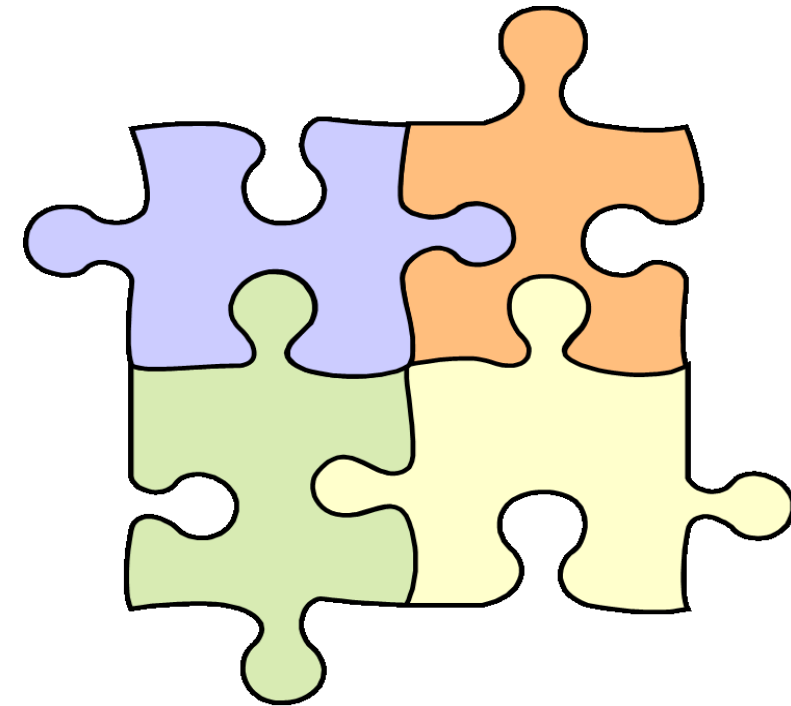
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

COMMUNITY CHILDREN'S SHELTER (475)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY CHILDREN'S SHELTER (475)

Clients Admitted and Served at the Agency (CY02)
14
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	36	50	43	21	36	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	21.4	7.1	71	7	36	50	29	21.4	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 14
Units of Service	0	Units of Service 0	Units of Service 588
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 42.0
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										7	53.8	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										2	15.4	46.6
63 Moved												5.4
64 Transferred										1	7.7	6.5
65 Incarcerated												0.4
66 Broke Rules												3.5
67 AWOL										1	7.7	3.9
68 Death												0.2
69 Failed to Begin Treatment										2	15.4	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	5	35.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
COMMUNITY CHILDREN'S SHELTER (475)

TANF Clients
Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	21.1	1	11	9.1	☹
	Planned Discharges	35	23.3	7	11	63.6	☺
	Employment	20					
	Initiation of Treatment		82.8	8	9	88.9	☺
	Engagement in Treatment		68.9	5	9	55.6	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

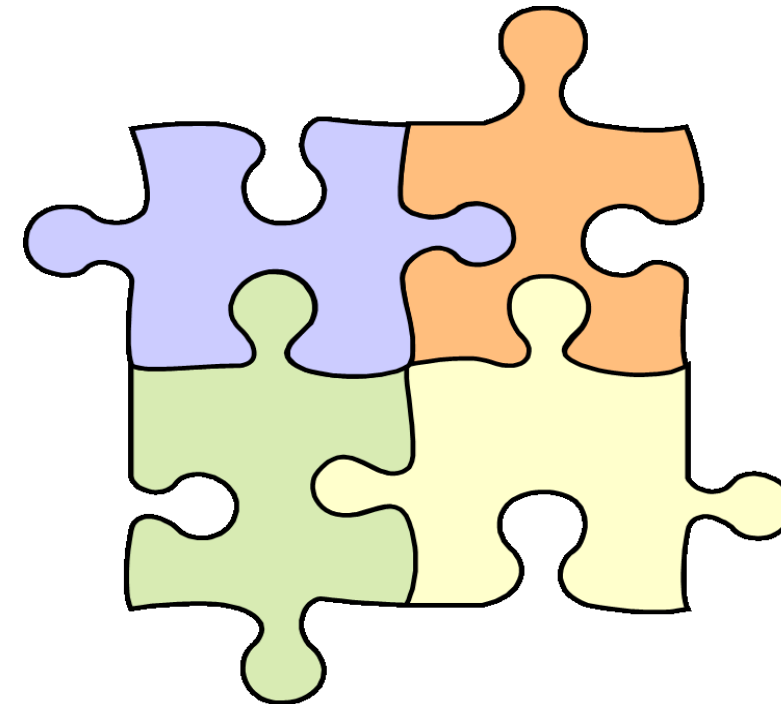
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RIVERSIDE COUNSELING (476)

Clients Admitted and Served at the Agency (CY02)
5
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	17	83	67	17	17	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	33	33	17	17	33	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

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	4	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	49
Avg Hours Per Client	0.0	0.0	9.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	100.0	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days												46.6
63 Moved												31.6
64 Transferred												11.8
65 Incarcerated												0.4
66 Broke Rules												13.2
67 AWOL												20.6
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RIVERSIDE COUNSELING (476)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	1	1	100.0	☺
	Employment	20					
	Initiation of Treatment		82.8	4	5	80.0	☹
	Engagement in Treatment		68.9	3	5	60.0	☹

Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
Recidivism	DUI Convictions					
	Incarceration					
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment		

Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions						
Incarceration						
Median Wages						
Clients With Wages						

Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction						
Favorable Outcomes						
Service Quality						
Favorable Time to First Service						
Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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:
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 - 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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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.

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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

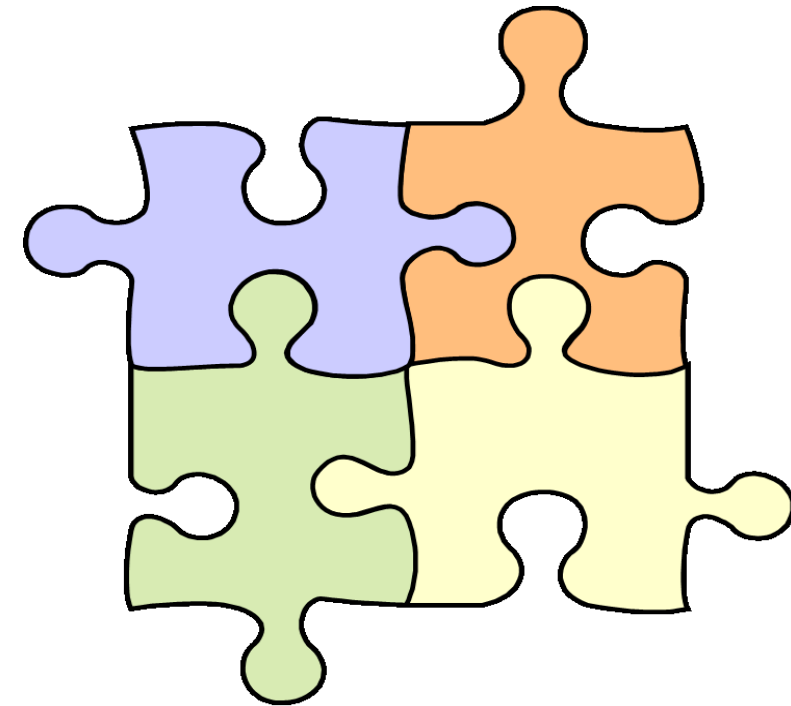
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
BILL WILLIS MENTAL HEALTH (503)

Clients Admitted and Served at the Agency (CY02)
81
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	9	91	12	30	57	60	9	28	1	0	2.3
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	41.9	32.6	60	43	14	59	35	4.7	0.0	47.7
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
	0	1	2	3	1	7	1	0	0	0	0	\$239,160.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	52	30
Units of Service	0	1,732	707
Avg Hours Per Client	0.0	33.3	23.6
Avg Daily Census	0	5	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				27	50.9	48.5			36.8	16	55.2	18.6
61 Completed Court Commitment				1	1.9	1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3		2	6.9	46.6
63 Moved								31.6		1	3.4	5.4
64 Transferred				3	5.7	11.8				1	3.4	6.5
65 Incarcerated												0.4
66 Broke Rules				8	15.1	13.2		21.1				3.5
67 AWOL				14	26.4	20.6		5.3		9	31.0	3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
BILL WILLIS MENTAL HEALTH (503)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =9
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2	7.8	5	52	9.6	☹
	Readmissions within 90 days	6	9.4	6	52	11.5	☹
	Level of Functioning Improvement	80	50.0	16	38	42.1	☹
	Planned Discharges	85	45.8	16	38	42.1	☹
	14-Day Followup	35					
	Initiation of Treatment		98.3	48	49	98.0	☹
	Engagement in Treatment		8.5	3	49	6.1	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	21.1	7	19	36.8	☺
	Planned Discharges	35	23.3	9	22	40.9	☺
	Employment	20	14.1	2	16	12.5	☹
	Initiation of Treatment		82.8	4	7	57.1	☹
	Engagement in Treatment		68.9	4	7	57.1	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

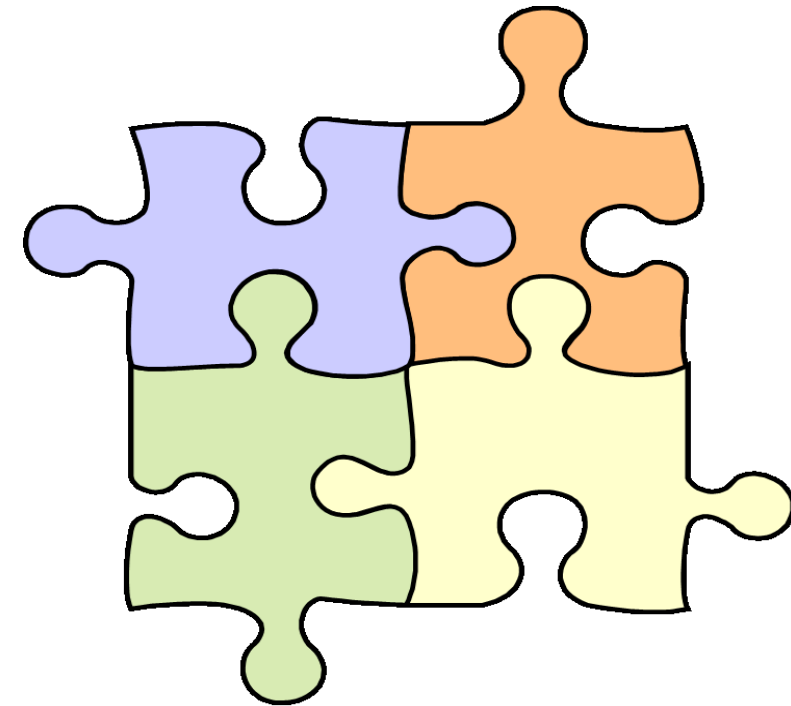
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK BEHAVIORAL HEALTH SVC (553)

Clients Admitted and Served at the Agency (CY02)
5
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	20	80	40	20	20	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.0	20.0	60	20	40	40	20	60.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	1	1	2	0	5	0	0	1	0	0	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	5
Units of Service	0	0	21
Avg Hours Per Client	0.0	0.0	4.2
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment												
62 Left ACA/ 90 Days												
63 Moved												
64 Transferred												
65 Incarcerated												
66 Broke Rules												
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	4	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK BEHAVIORAL HEALTH SVC (553)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	5	6	83.3	☺
	Engagement in Treatment		68.9	1	6	16.7	☹
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality						
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						
		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face 😊 indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

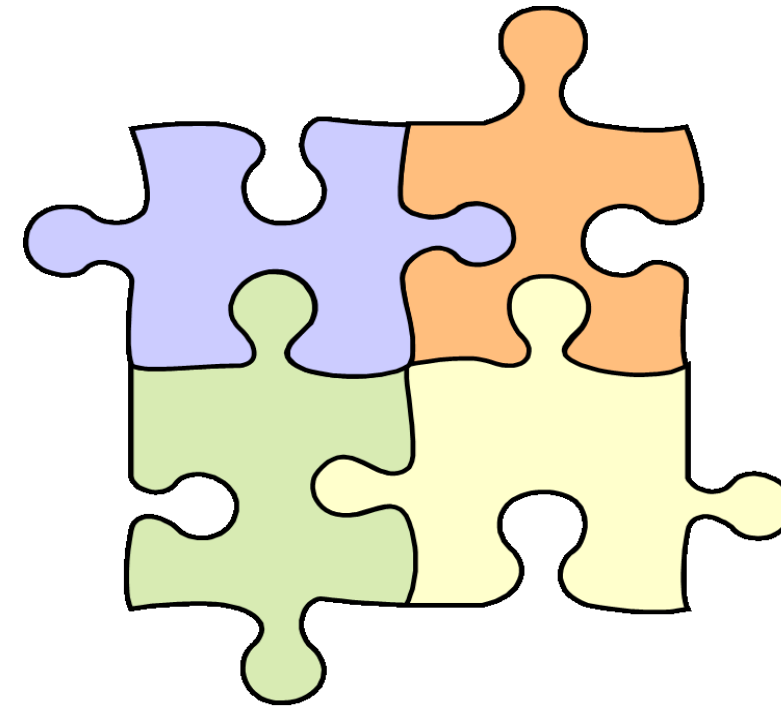
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

CHISHOLM TRAIL COUNSELING SVS (556)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CHISHOLM TRAIL COUNSELING SVS (556)

Clients Admitted and Served at the Agency (CY02)
39
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	10	90	3	33	62	62	8	21	0	3	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15.4	12.8	67	26	10	49	18	12.8	2.6	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	7	1	8	1	0	4	0	2	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	39
Units of Service	0	0	282
Avg Hours Per Client	0.0	0.0	7.2
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3	5	12.5	46.6	
63 Moved									31.6			5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2	21.1				3.5
67 AWOL							20.6	5.3	9	22.5	3.9	
68 Death												0.2
69 Failed to Begin Treatment										1	2.5	11.3
91 Administrative Discharge										25	62.5	2.7

	Count	Percent
Clients Not Seen Within 90 Days	20	64.5

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CHISHOLM TRAIL COUNSELING SVS (556)

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =3
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	2	14	14.3	☹
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	22	39	56.4	☹
	Engagement in Treatment		68.9	14	39	35.9	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	Mortality	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

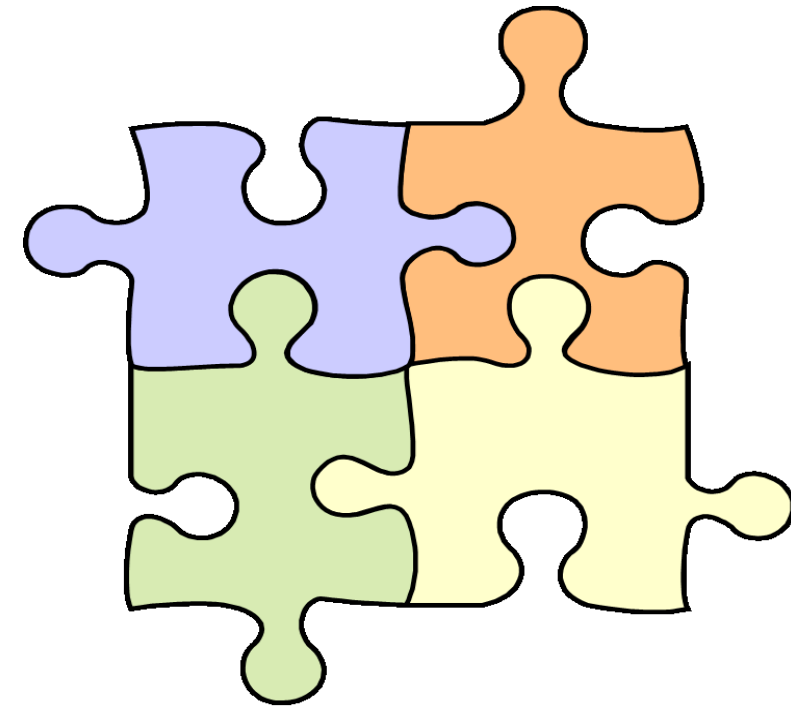
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 WEST (558)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK WEST (558)**

**Clients Admitted and Served
at the Agency (CY02)
2**

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	0	100	50	0	0	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	100.0	50.0	0	50	0	50	50	0.0	0.0	50.0	
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	1	0	1	2	0	4	0	0	2	0	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	2
Units of Service	0	0	2
Avg Hours Per Client	0.0	0.0	1.0
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3			46.6
63 Moved												31.6
64 Transferred									11.8			6.5
65 Incarcerated												0.4
66 Broke Rules									13.2			21.1
67 AWOL									20.6			5.3
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge										2	100.0	2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
RED ROCK WEST (558)**

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2

TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
	Engagement in Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	0	1	0.0	☹
	Engagement in Treatment		68.9	0	1	0.0	☹
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

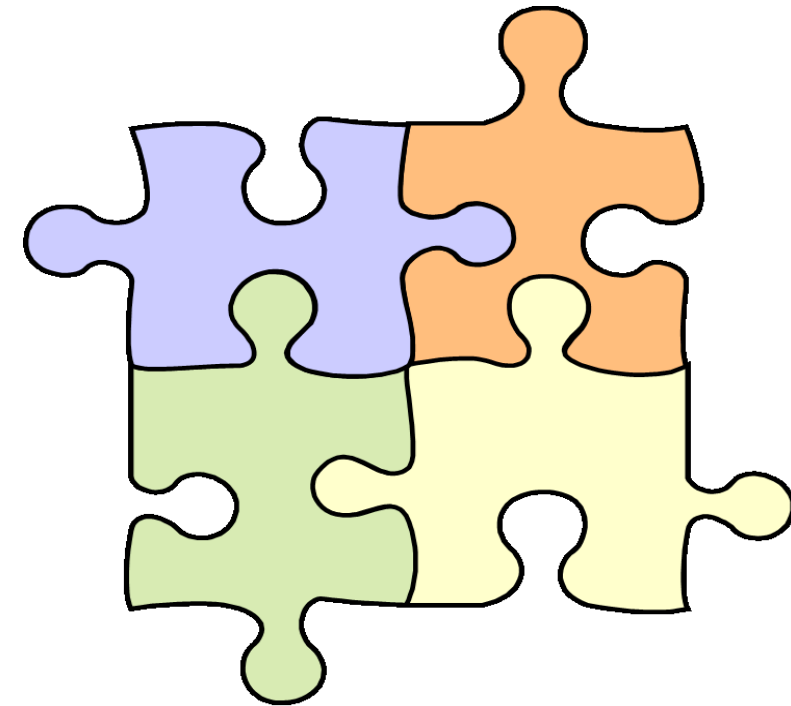
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

12 & 12, INC. (640)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

Clients Admitted and Served at the Agency (CY02)
13
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	23	69	62	38	0	0	0	7.7
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	15.4	15.4	69	15	15	77	15	7.7	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
3	1	4	1	0	9	5	0	0	0	1	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	13
Units of Service	0	0	353
Avg Hours Per Client	0.0	0.0	27.2
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	15.4	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days											5.3	46.6
63 Moved												5.4
64 Transferred										5	38.5	6.5
65 Incarcerated												0.4
66 Broke Rules										1	7.7	3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment										5	38.5	11.3
91 Administrative Discharge												2.7

	Count	Percent
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.

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
12 & 12, INC. (640)

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	1	1	100.0	☺
	Planned Discharges	85	45.8	1	1	100.0	☺
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	1	4	25.0	☹
	Planned Discharges	35	23.3	2	4	50.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	9	13	69.2	☹
	Engagement in Treatment		68.9	9	13	69.2	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

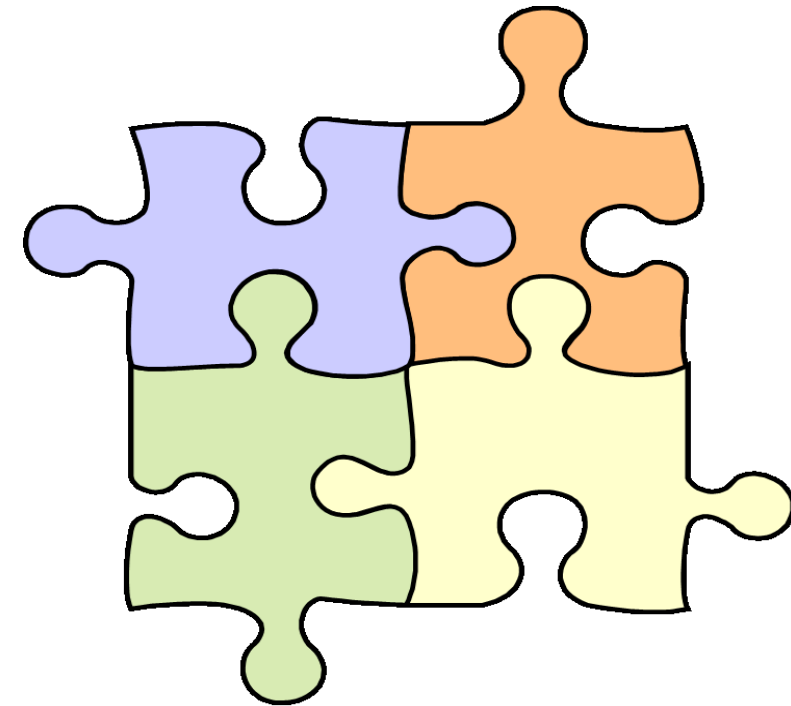
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Oklahoma Department of Mental Health and Substance Abuse Services

OPPORTUNITIES, INC., CDTC (642)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
OPPORTUNITIES, INC., CDTG (642)

Clients Admitted and Served at the Agency (CY02)
1

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	100	0	0	0	100	100	0	0	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	100.0	100.0	0	100	0	100	0	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	0	0	0	4	1	0	0	0	3	\$10,000.00

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				1	100.0	48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3			46.6
63 Moved									31.6			5.4
64 Transferred								11.8				6.5
65 Incarcerated												0.4
66 Broke Rules								13.2	21.1			3.5
67 AWOL								20.6	5.3			3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
OPPORTUNITIES, INC., CDTG (642)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	1	1	100.0	☺
	Planned Discharges	85	45.8	1	1	100.0	☺
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	0	1	0.0	☹
	Engagement in Treatment		68.9	0	1	0.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

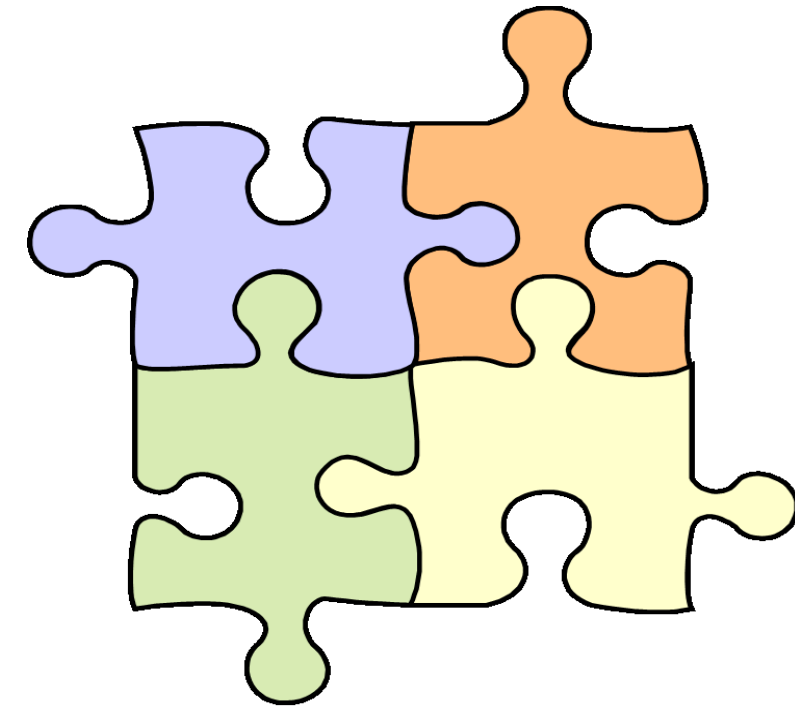
Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

NEW HOPE OF MANGUM (643)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
NEW HOPE OF MANGUM (643)

Clients Admitted and Served at the Agency (CY02)
19
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	42	58	0	21	79	84	0	11	0	5	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	47.4	47.4	63	32	5	37	26	5.3	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	2	1	3	0	6	2	1	0	0	4	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	1	18
Units of Service	0	7	697
Avg Hours Per Client	0.0	7.0	38.7
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				1	100.0	48.5			36.8	1	20.0	18.6
61 Completed Court Commitment						1.5				1	20.0	1.0
62 Left ACA/ 90 Days						4.4		5.3		3	60.0	46.6
63 Moved									31.6			5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2	21.1				3.5
67 AWOL							20.6	5.3				3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	4	57.1

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NEW HOPE OF MANGUM (643)

Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =0
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	2	2	100.0	☺
	Planned Discharges	85	45.8	2	2	100.0	☺
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	1	2	50.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	16	17	94.1	☺
	Engagement in Treatment		68.9	13	17	76.5	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

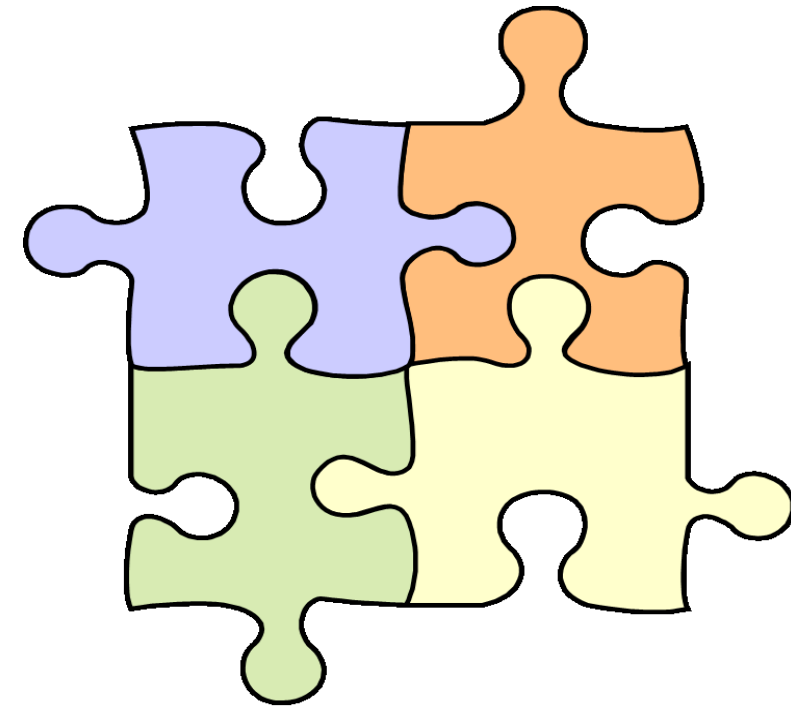
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
KIAMICHI COUNCIL ON ALCOHOLISM (650)**

**Clients Admitted and Served
at the Agency (CY02)
38**

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	34	66	0	45	50	58	11	24	0	5	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	13.2	7.9	68	32	11	45	13	5.3	5.3	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

	Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
	6	0	6	5	0	17	10	0	5	0	1	\$30,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	38
Units of Service	0	0	255
Avg Hours Per Client	0.0	0.0	6.7
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										9	25.7	18.6
61 Completed Court Commitment										3	8.6	1.0
62 Left ACA/ 90 Days										19	54.3	46.6
63 Moved										1	2.9	5.4
64 Transferred										1	2.9	6.5
65 Incarcerated										1	2.9	0.4
66 Broke Rules												3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment										1	2.9	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	5	35.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
KIAMICHI COUNCIL ON ALCOHOLISM (650)**

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	21.1	7	15	46.7	☺
	Planned Discharges	35	23.3	4	15	26.7	☹
	Employment	20	14.1	2	12	16.7	☹
	Initiation of Treatment		82.8	40	44	90.9	☺
	Engagement in Treatment		68.9	30	44	68.2	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)		# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
DUI Convictions							
Incarceration							
Post Discharge				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
Difference Between Pre & Post Treatment		State Average		Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average		Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

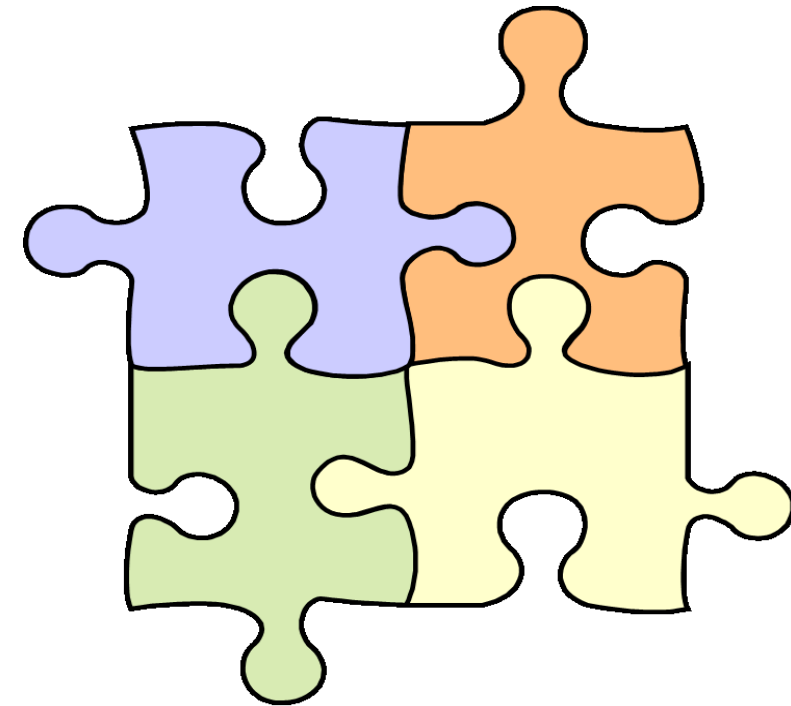
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MONARCH, INC. (651)

Clients Admitted and Served at the Agency (CY02)
80

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	23	78	46	19	34	64	23	14	0	0	1.3
State Avg	11	89	4	33	60	58	19	18	1	2	2.3
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	12.5	10.0	18	16	8	31	51	5.0	2.5	53.8	
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02			
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	3	1	0	5	0	0	1	0	2	\$64,520.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	2	1	60
Units of Service	7	59	1,580
Avg Hours Per Client	3.5	59.0	26.3
Avg Daily Census	0	0	4

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				1	100.0	48.5	7	36.8	36.8	10	17.9	18.6
61 Completed Court Commitment						1.5				1	1.8	1.0
62 Left ACA/ 90 Days						4.4	1	5.3	5.3	16	28.6	46.6
63 Moved							6	31.6	31.6	14	25.0	5.4
64 Transferred								11.8		4	7.1	6.5
65 Incarcerated												0.4
66 Broke Rules						13.2	4	21.1	21.1	3	5.4	3.5
67 AWOL						20.6	1	5.3	5.3	3	5.4	3.9
68 Death												0.2
69 Failed to Begin Treatment										5	8.9	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	4	10.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MONARCH, INC. (651)

TANF Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =2

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80	100.0	2	2	100.0	☺
	14-Day Follow-up	25	100.0	1	1	100.0	☺
	Initiation of Treatment		100.0	2	2	100.0	☺
	Engagement in Treatment		100.0	2	2	100.0	☺
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	1	1	100.0	☺
	Planned Discharges	85	45.8	1	1	100.0	☺
	14-Day Followup	35					
Halfway	Initiation of Treatment		98.3	7	7	100.0	☺
	Engagement in Treatment		8.5	2	7	28.6	☺
	Level of Functioning Improvement	80	100.0	1	1	100.0	☺
	Planned Discharges	90	100.0	2	2	100.0	☺
	Employment	80					
Outpatient	Initiation of Treatment		100.0	3	3	100.0	☺
	Engagement in Treatment		100.0	3	3	100.0	☺
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	21	33	63.6	☹
	Engagement in Treatment		68.9	18	33	54.5	☹
	Recidivism	State Average (%)		# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

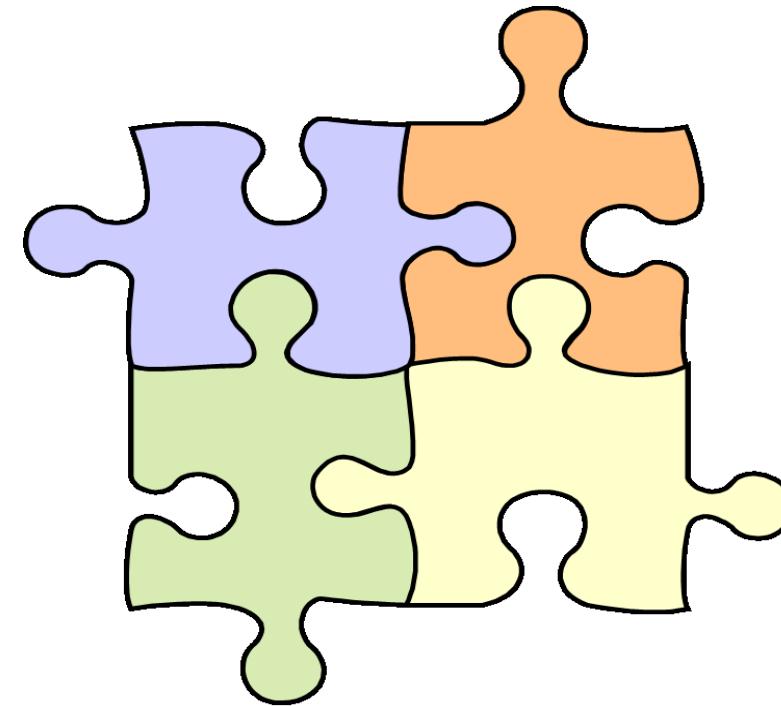
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

THE OAKS REHAB. SERVICES CTR (655)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

Clients Admitted and Served at the Agency (CY02)
19
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	25	75	5	45	45	60	0	25	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	30.0	15.0	50	55	0	70	5	5.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
0	1	7	3	0	11	0	0	0	0	9	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	19
Units of Service	0	0	29
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										5	26.3	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										7	36.8	46.6
63 Moved												31.6
64 Transferred										3	15.8	6.5
65 Incarcerated												0.4
66 Broke Rules												13.2
67 AWOL												20.6
68 Death												0.2
69 Failed to Begin Treatment										3	15.8	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	2	18.2

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
THE OAKS REHAB. SERVICES CTR (655)

Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =3
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	1	1	100.0	😊
	Planned Discharges	85	45.8	1	1	100.0	😊
	14-Day Followup	35					
Halfway	Initiation of Treatment		98.3	1	1	100.0	😊
	Engagement in Treatment		8.5	0	1	0.0	😞
	Level of Functioning Improvement	80	100.0	1	1	100.0	😊
	Planned Discharges	90	100.0	1	1	100.0	😊
	Employment	80	50.0	1	1	100.0	😊
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	5	8	62.5	😊
	Planned Discharges	35	23.3	4	8	50.0	😊
	Employment	20	14.1	3	7	42.9	😊
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	22	30	73.3	😞
	Engagement in Treatment		68.9	15	30	50.0	😞
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

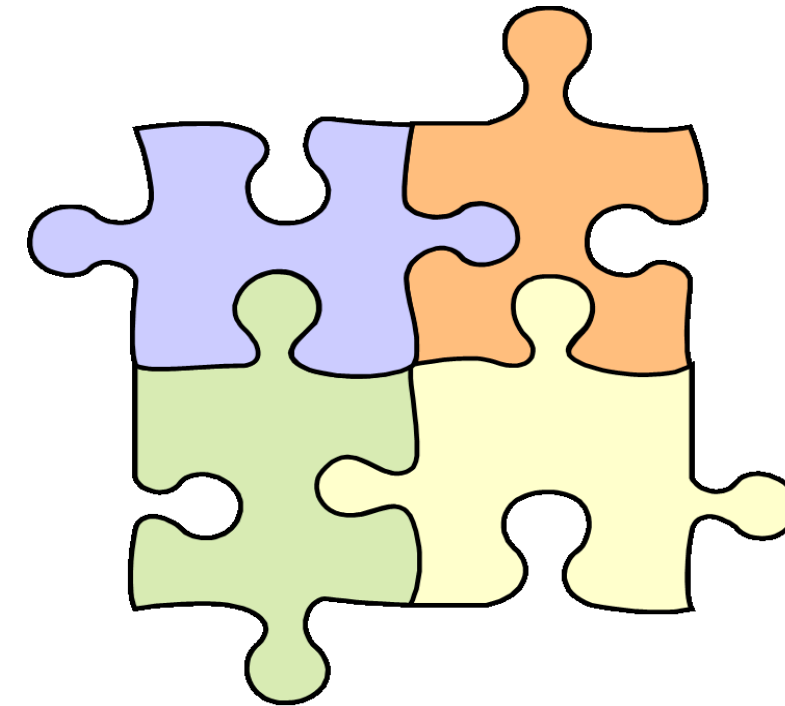
Please See The Indicator Notes On The Next Page

Oklahoma Department of Mental Health and Substance Abuse Services

FAMILY CRISIS CTR, INC. (684)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

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
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

Clients Admitted and Served at the Agency (CY02)
34
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	13	88	3	40	50	53	8	38	0	0	5.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	5.0	4.4	70	10	0	20	8	7.5	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	3	2	0	5	1	0	2	0	4

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	34
Units of Service	0	0	126
Avg Hours Per Client	0.0	0.0	3.7
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	5	11.4	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3		31	70.5	46.6
63 Moved									31.6	1	2.3	5.4
64 Transferred							11.8			1	2.3	6.5
65 Incarcerated												0.4
66 Broke Rules							13.2		21.1			3.5
67 AWOL							20.6		5.3			3.9
68 Death												0.2
69 Failed to Begin Treatment										6	13.6	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	20	57.1

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
FAMILY CRISIS CTR, INC. (684)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	2	5	40.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	27	45	60.0	☹
	Engagement in Treatment		68.9	13	45	28.9	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

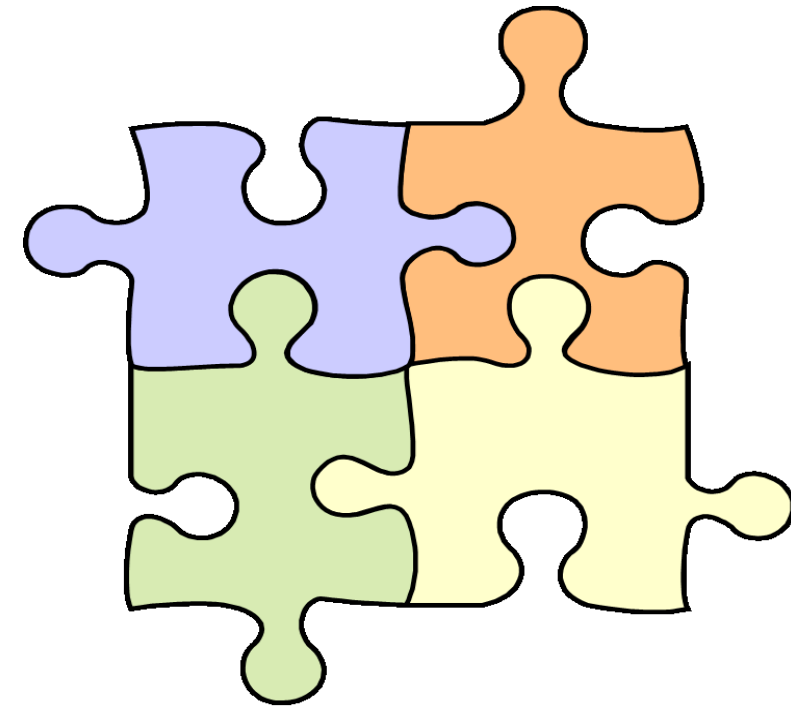
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

MEADOW BROOK RESCARE (765)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MEADOW BROOK RESCARE (765)

Clients Admitted and Served at the Agency (CY02)
17
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	12	88	0	29	71	88	6	6	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	11.8	11.8	100	6	18	59	6	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	3	2	0	5	2	0	0	0	0

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	17
Units of Service	0	0	379
Avg Hours Per Client	0.0	0.0	22.3
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3			46.6
63 Moved									31.6	15	100.0	5.4
64 Transferred								11.8				6.5
65 Incarcerated												0.4
66 Broke Rules								13.2		21.1		3.5
67 AWOL								20.6		5.3		3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	2	15.4

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MEADOW BROOK RESCARE (765)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	18	18	100.0	☺
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		68.9	13	18	72.2	☺
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
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- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

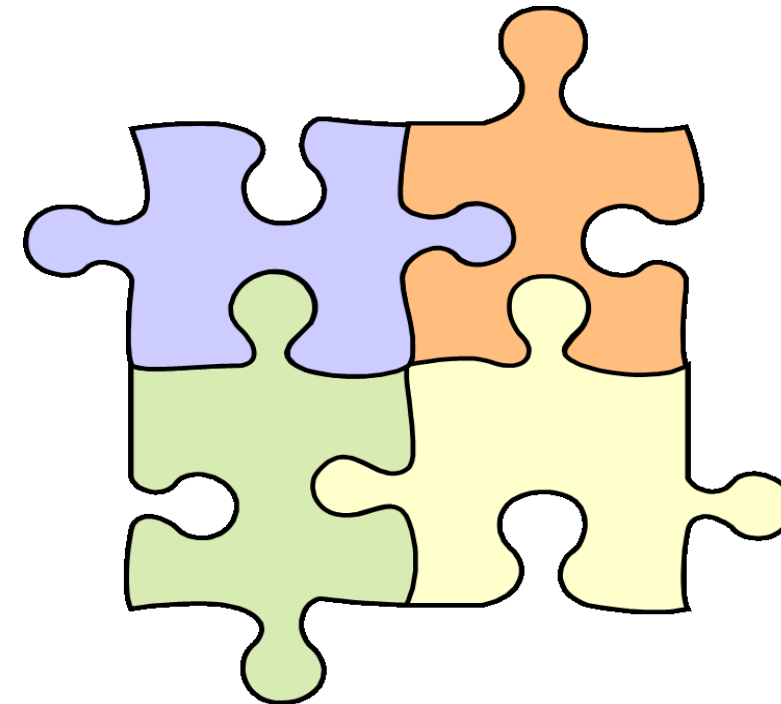
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

MARIE DETTY YOUTH SVC CTR (810)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 MARIE DETTY YOUTH SVC CTR (810)

Clients Admitted and Served
 at the Agency (CY02)
 227

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	5	95	0	37	61	45	30	20	0	4	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	9.5	5.2	61	18	6	49	10	11.6		1.3	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6		2.2	7.7
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
	None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
	2	0	0	22	1	25	6	0	0	0	3

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 227
Units of Service	0	Units of Service 0	Units of Service 17,440
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 76.8
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 48

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												
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	183	99.5

General Notes:

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

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

Descriptive Statistics Notes:

Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 MARIE DETTY YOUTH SVC CTR (810)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
			82.8	179	182	98.4	☺
			68.9	173	182	95.1	☺
Long-Term Outcomes (CY00 Clients)		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
Recidivism	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

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

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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.

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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.

Readmissions within 30/90 Days - 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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
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- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

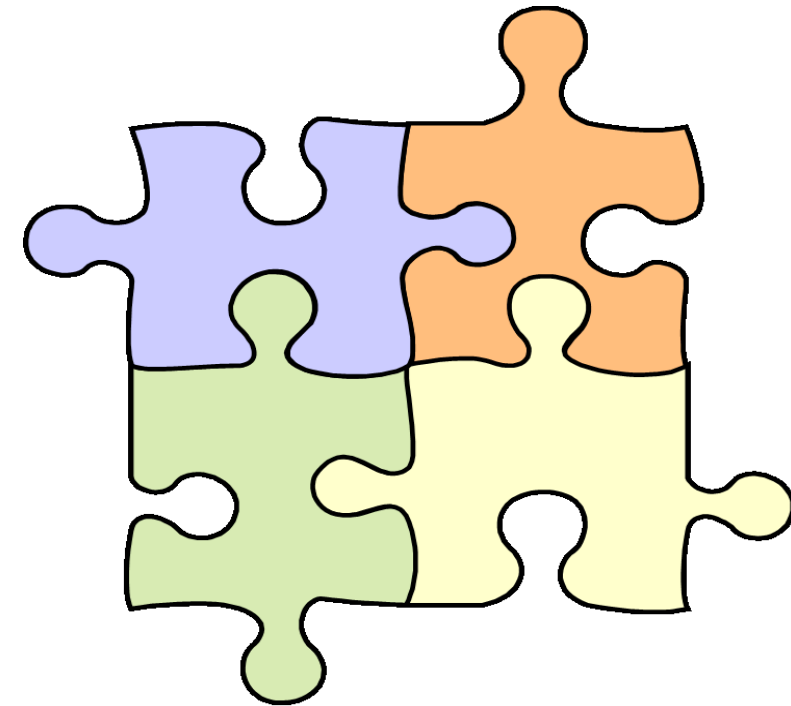
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Oklahoma Department of Mental Health and Substance Abuse Services

EAGLE RIDGE INSTITUTE (820)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
EAGLE RIDGE INSTITUTE (820)

Clients Admitted and Served at the Agency (CY02)
25
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	4	96	8	32	56	24	64	4	0	0	0.0	
State Avg	11	89	4	33	60	58	19	18	1	2	2.3	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	8.0	4.0	52	4	64	68	12	12.0		0.0		
State Avg	19.3	12.6	67	22	11	50	19	10.6		2.2		
Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02		
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other	
	2	0	1	5	0	8	1	0	0	0	4	\$52,389.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 0	Clients 25
Units of Service	0	Units of Service 0	Units of Service 883
Avg Hours Per Client	0.0	Avg Days Per Client 0.0	Avg Hours Per Client 35.3
Avg Daily Census	0	Avg Daily Census 0	Avg Daily Census 2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment												
62 Left ACA/ 90 Days												
63 Moved												
64 Transferred												
65 Incarcerated												
66 Broke Rules												
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge												

	Count	Percent
Clients Not Seen Within 90 Days	20	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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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 October 2003
EAGLE RIDGE INSTITUTE (820)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
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	Planned Discharges	90					
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	Planned Discharges	35					
	Employment	20					
			82.8	18	21	85.7	☺
			68.9	17	21	81.0	☺

Long-Term Outcomes (CY00 Clients)

Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
DUI Convictions					
Incarceration					
Post Discharge		# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality					
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions					
Incarceration					
Median Wages					
Clients With Wages					

Consumer Survey (FY02 Clients)

	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction					
Favorable Outcomes					
Service Quality					
Favorable Time to First Service					
Convenient Time					

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

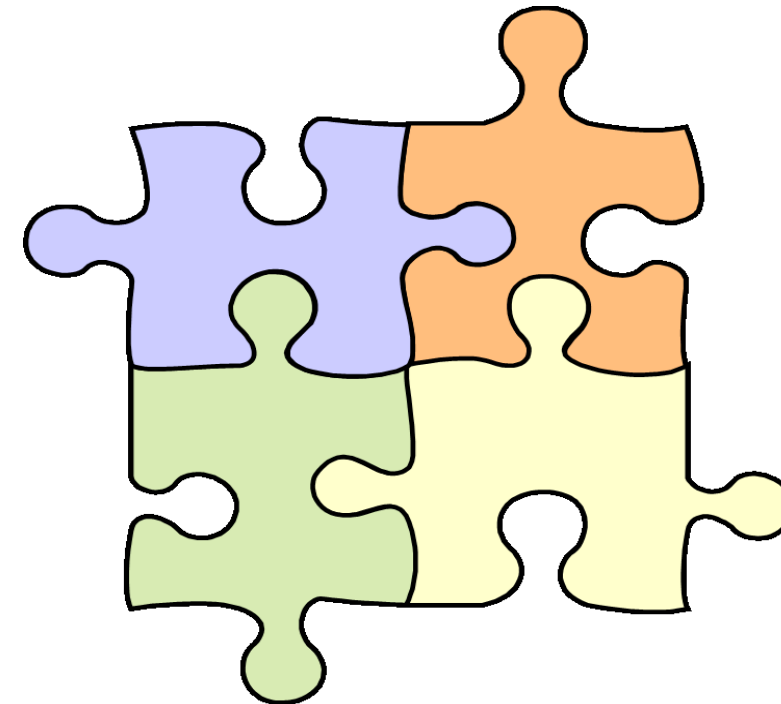
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

COPE, INC. (851)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 COPE, INC. (851)

Clients Admitted and Served
 at the Agency (CY02)
 11
 TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	36	64	0	18	73	9	73	18	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	64	0	9	45	0	9.1	0.0	18.2
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	1	3	4	2	14	0	0	1	0	10	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients	11
Units of Service	0	Units of Service	67
Avg Hours Per Client	0.0	Avg Days Per Client	6.0
Avg Daily Census	0	Avg Daily Census	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment												
62 Left ACA/ 90 Days												
63 Moved												
64 Transferred												
65 Incarcerated												
66 Broke Rules												
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
 Provider Performance Management Report Prepared October 2003
 COPE, INC. (851)

Indicator Number of Positive Number of Results Needing
 Summary Results =0 Improvement =2
 TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	1	2	50.0	☹
	Engagement in Treatment		68.9	0	2	0.0	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	# Clients in Year before Treatment		# Deaths in Year After Treatment				
	Mortality						
Difference Between Pre & Post Treatment	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg		
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

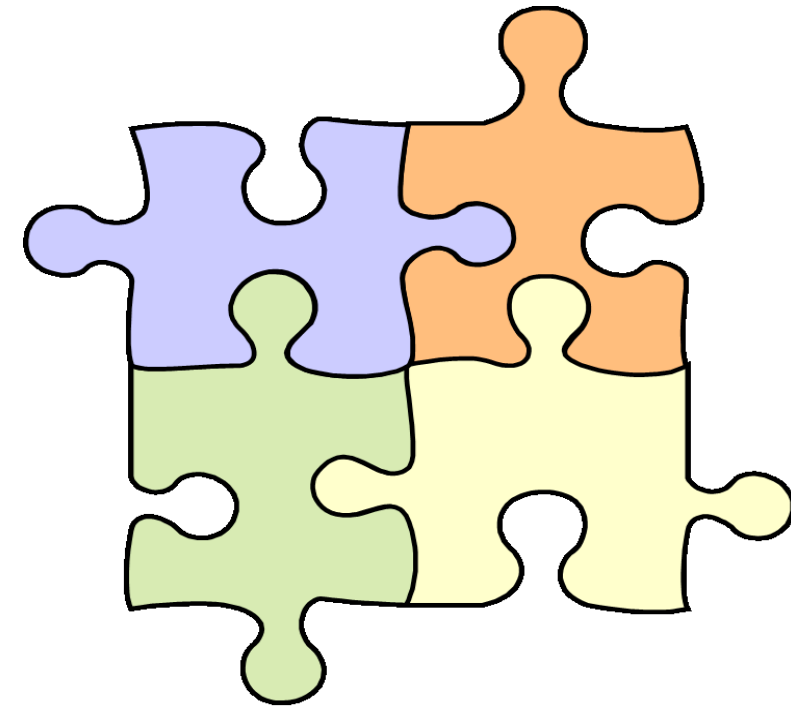
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

Clients Admitted and Served at the Agency (CY02)
1
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	0	100	100	0	0	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	100.0	0.0	100	0	0	100	100	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

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

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	1
Units of Service	0	0	4
Avg Hours Per Client	0.0	0.0	3.5
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3				46.6
63 Moved								31.6				5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2	21.1				3.5
67 AWOL							20.6	5.3				3.9
68 Death												0.2
69 Failed to Begin Treatment										1	100.0	11.3
91 Administrative Discharge												2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
CAA TURNING POINT (901)

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	1	2	50.0	⊖
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		68.9	0	2	0.0	⊖
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

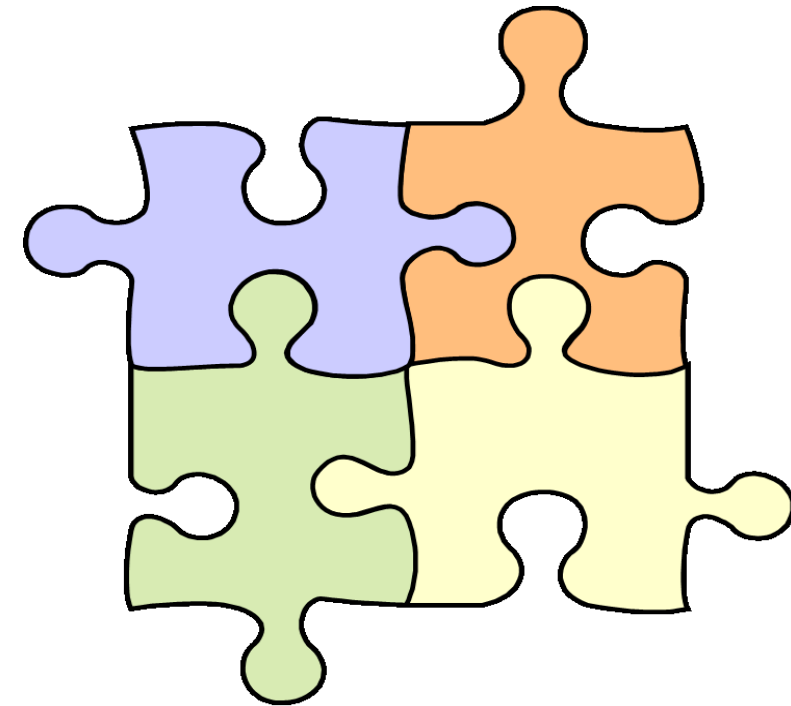
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Oklahoma Department of Mental Health and Substance Abuse Services

MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Clients Admitted and Served at the Agency (CY02)
18
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	33	67	28	67	6	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	27.8	22.2	11	11	33	56	11	11.1	5.6	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	3	1	0	4	1	0	1	0	0	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	18
Units of Service	0	0	452
Avg Hours Per Client	0.0	0.0	25.1
Avg Daily Census	0	0	1

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3	1	50.0		46.6
63 Moved												5.4
64 Transferred							11.8			1	50.0	6.5
65 Incarcerated												0.4
66 Broke Rules							13.2		21.1			3.5
67 AWOL							20.6		5.3			3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	10	83.3

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
MUSKOGEE COUNTY COUNCIL OF YOUTH SERVICES (905)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	21	21	100.0	☺
	Engagement in Treatment		68.9	17	21	81.0	☺
	Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
Difference Between Pre & Post Treatment	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	Satisfaction		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

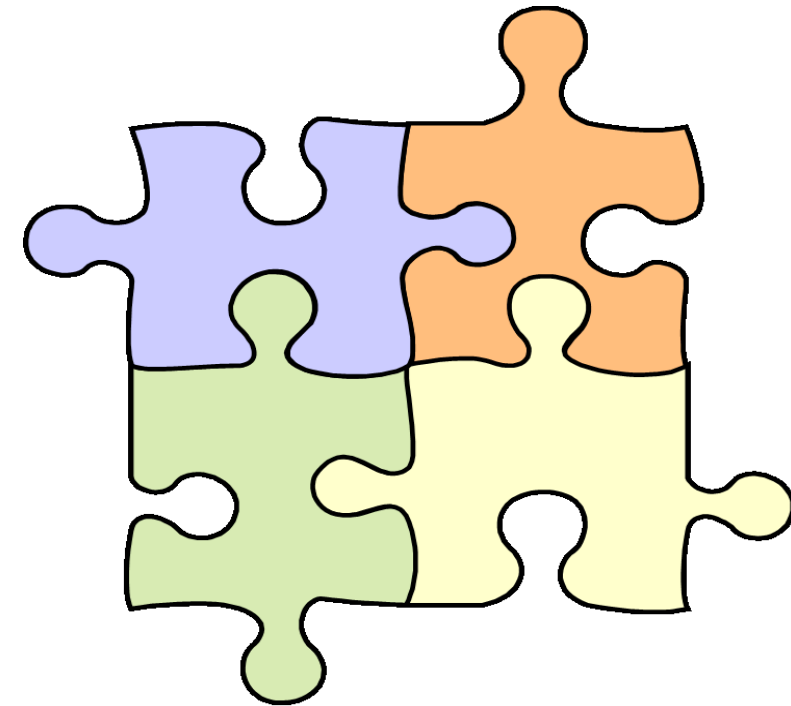
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN ALCOHOL INFORMATION CTR (906)

Clients Admitted and Served at the Agency (CY02)
56
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	2	98	0	36	63	71	11	14	0	2	7.1
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23.2	14.3	59	23	23	77	30	16.1	1.8	1.8
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
4	0	7	12	0	23	13	0	0	1	9	\$79,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	56
Units of Service	0	0	2,467
Avg Hours Per Client	0.0	0.0	44.1
Avg Daily Census	0	0	7

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										3	6.0	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										30	60.0	46.6
63 Moved												31.6
64 Transferred										7	14.0	6.5
65 Incarcerated										1	2.0	0.4
66 Broke Rules										5	10.0	3.5
67 AWOL										1	2.0	3.9
68 Death												0.2
69 Failed to Begin Treatment										2	4.0	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	12	32.4

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NORMAN ALCOHOL INFORMATION CTR (906)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	2	33	6.1	☹
	Planned Discharges	35	23.3	2	34	5.9	☹
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	37	39	94.9	☺
	Engagement in Treatment		68.9	33	39	84.6	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

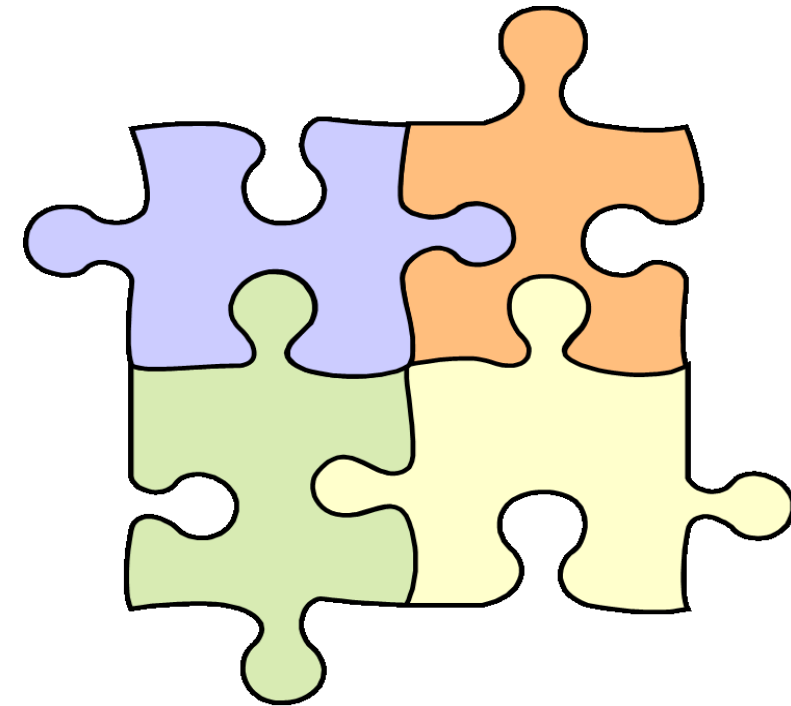
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

PAYNE CO COUNSELING SVC,INC. (908)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE CO COUNSELING SVC,INC. (908)

Clients Admitted and Served at the Agency (CY02)
3

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	67	33	100	0	0	0	0	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	0.0	0.0	33	0	0	100	0	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	4	2	1	0	7	3	0	3	0	1

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	3
Units of Service	0	0	58
Avg Hours Per Client	0.0	0.0	19.2
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	1	50.0	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4		5.3		1	50.0	46.6
63 Moved									31.6			5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2		21.1			3.5
67 AWOL							20.6		5.3			3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	2	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PAYNE CO COUNSELING SVC,INC. (908)

TANF Clients

Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	1	1	100.0	☺
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	3	3	100.0	☺
	Engagement in Treatment		68.9	3	3	100.0	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

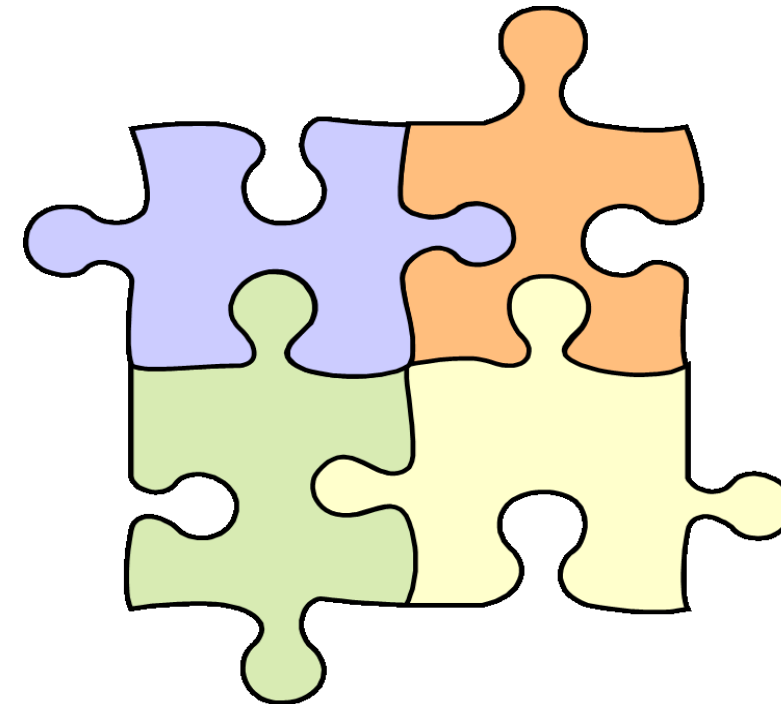
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TURNING POINT (925)

Clients Admitted and Served at the Agency (CY02)
6

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	33	67	100	0	0	0	0	16.7
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	50.0	33.3	67	33	0	0	17	0.0	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	2	1	1	0	5	4	0	0	0	1	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	6
Units of Service	0	0	153
Avg Hours Per Client	0.0	0.0	25.4
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										1	25.0	18.6
61 Completed Court Commitment										1	25.0	1.0
62 Left ACA/ 90 Days										2	50.0	46.6
63 Moved												5.4
64 Transferred											11.8	6.5
65 Incarcerated												0.4
66 Broke Rules											13.2	21.1
67 AWOL											20.6	5.3
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	4	80.0

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TURNING POINT (925)

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	1	3	33.3	☺
	Planned Discharges	35	23.3	1	3	33.3	☹
	Employment	20					
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

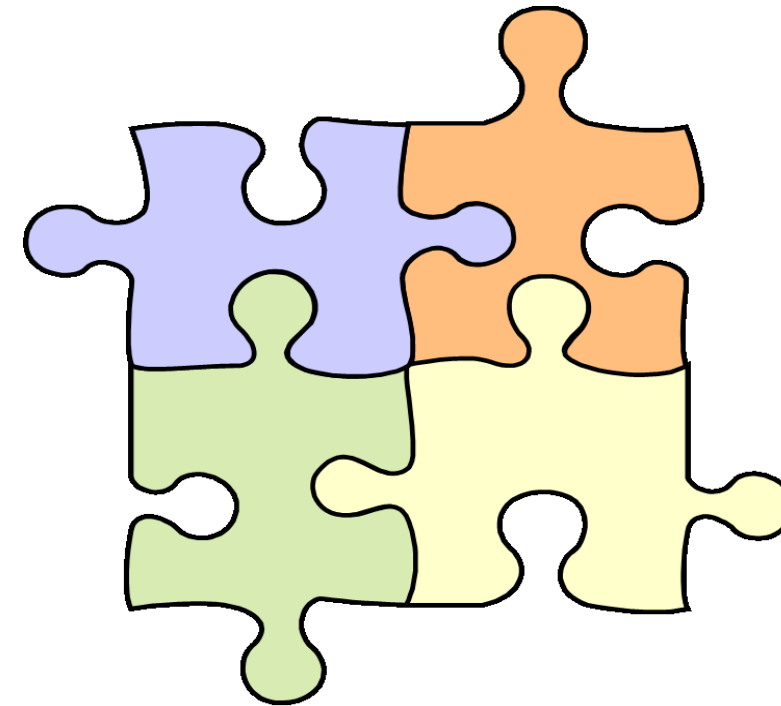
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PEOPLE INCORPORATED (933)

Clients Admitted and Served at the Agency (CY02)
193
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	9	91	1	37	59	60	5	25	0	1	5.2
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	24.9	14.0	82	22	10	52	19	11.9	1.0	0.5
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	6	0	10	1	0	1	0	1	\$275,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	193
Units of Service	0	0	6,336
Avg Hours Per Client	0.0	0.0	32.8
Avg Daily Census	0	0	17

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										12	6.4	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										152	80.9	46.6
63 Moved										1	0.5	5.4
64 Transferred										5	2.7	6.5
65 Incarcerated												0.4
66 Broke Rules										7	3.7	3.5
67 AWOL										4	2.1	3.9
68 Death										1	0.5	0.2
69 Failed to Begin Treatment										6	3.2	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	60	37.3

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
PEOPLE INCORPORATED (933)

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	8	86	9.3	☹
	Planned Discharges	35	23.3	6	90	6.7	☹
	Employment	20	14.1	13	84	15.5	☹
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	150	163	92.0	☺
	Engagement in Treatment		68.9	141	163	86.5	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
Consumer Survey (FY02 Clients)	Clients With Wages						
	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

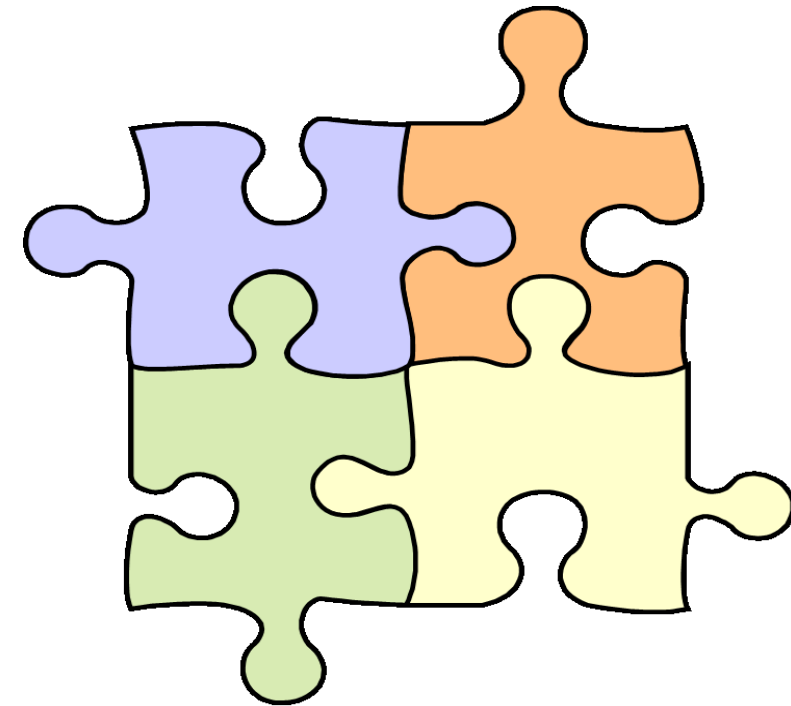
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
GATEWAY TO PREVENTION/RECOVERY (934)

Clients Admitted and Served at the Agency (CY02)
71
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	23	77	0	28	70	62	7	23	1	4	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	16.9	14.1	75	15	8	46	14	4.2	0.0	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
2	1	7	5	1	16	3	0	0	0	0	\$20,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	71
Units of Service	0	0	2,091
Avg Hours Per Client	0.0	0.0	29.5
Avg Daily Census	0	0	6

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	3.5	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										42	73.7	46.6
63 Moved												31.6
64 Transferred										4	7.0	6.5
65 Incarcerated												0.4
66 Broke Rules												13.2
67 AWOL												20.6
68 Death												0.2
69 Failed to Begin Treatment										7	12.3	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	13	27.7

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
GATEWAY TO PREVENTION/RECOVERY (934)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20	14.1	1	22	4.5	☹
	Initiation of Treatment		82.8	59	70	84.3	☺
	Engagement in Treatment		68.9	48	70	68.6	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

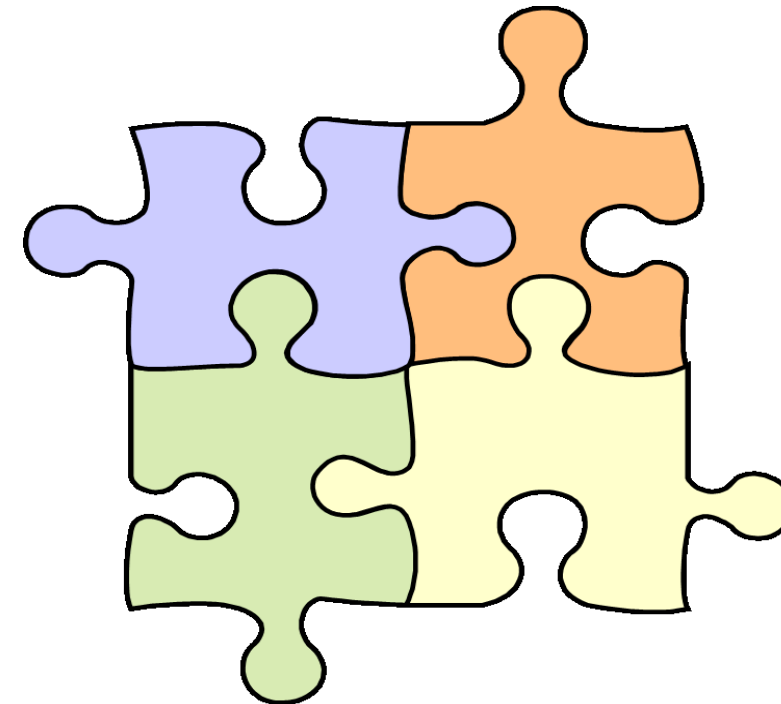
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Oklahoma Department of Mental Health and Substance Abuse Services

TOTAL LIFE COUNSELING (938)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TOTAL LIFE COUNSELING (938)

Clients Admitted and Served at the Agency (CY02)
132
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)	
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic		
Agency	4	96	0	34	63	52	35	9	0	2	3.8	
State Avg	11	89	4	33	60	58	19	18	1	2	2.3	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
Agency	4.5	1.5	73	2	13	35	8	34.1		5.3	0.0	
State Avg	19.3	12.6	67	22	11	50	19	10.6		2.2	7.7	
Outpatient Staff Profile by Degree			Outpatient Staff Profile by Certification					SAS Treatment Funding FY02				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other		
0	0	7	5	0	12	4	0	0	1	1	\$30,377.00	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	132
Units of Service	0	0	1,983
Avg Hours Per Client	0.0	0.0	15.0
Avg Daily Census	0	0	5

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										4	7.1	18.6
61 Completed Court Commitment										3	5.4	1.0
62 Left ACA/ 90 Days										38	67.9	46.6
63 Moved												5.4
64 Transferred												6.5
65 Incarcerated										1	1.8	0.4
66 Broke Rules												3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment										10	17.9	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	50	48.1

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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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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.

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Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
TOTAL LIFE COUNSELING (938)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =4
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	8	31	25.8	☹
	Planned Discharges	35	23.3	4	43	9.3	☹
	Employment	20	14.1	10	29	34.5	☺
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	87	119	73.1	☹
	Engagement in Treatment		68.9	57	119	47.9	☹
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
Consumer Survey (FY02 Clients)	Clients With Wages						
	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

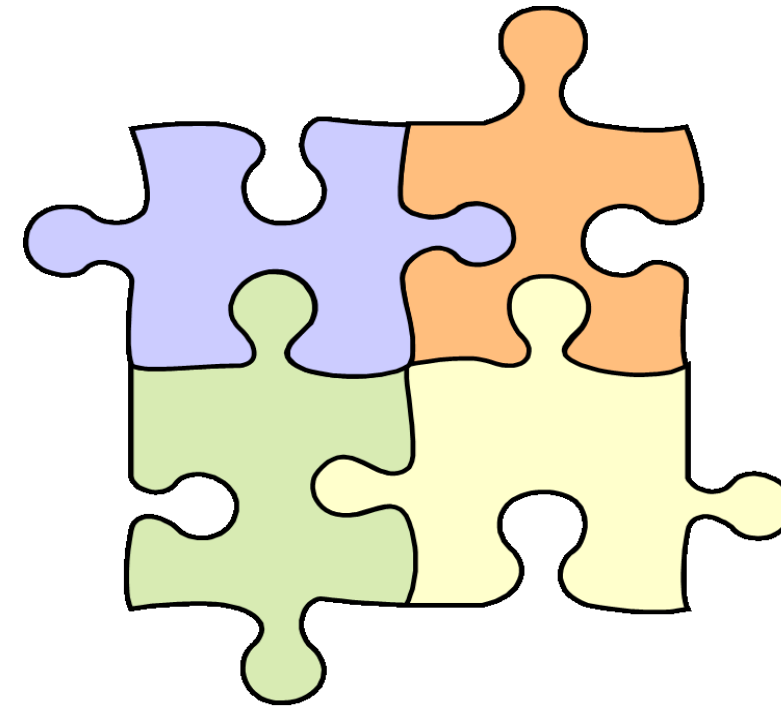
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

**Clients Admitted and Served
at the Agency (CY02)**
18

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	28	72	61	17	11	0	6	5.6
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	66.7	66.7	83	72	39	56	17	11.1	5.6	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	3	0	4	1	0	0	0	0	\$25,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	18
Units of Service	0	0	810
Avg Hours Per Client	0.0	0.0	45.0
Avg Daily Census	0	0	2

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										10	58.8	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										6	35.3	46.6
63 Moved										1	5.9	5.4
64 Transferred												6.5
65 Incarcerated												0.4
66 Broke Rules												3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
LOGAN COUNTY YOUTH & FAMILY SERVICES, INC. (941)

TANF Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =1

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30	21.1	9	12	75.0	☺
	Planned Discharges	35	23.3	5	12	41.7	☺
	Employment	20	14.1	1	11	9.1	☹
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	14	14	100.0	☺
	Engagement in Treatment		68.9	14	14	100.0	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

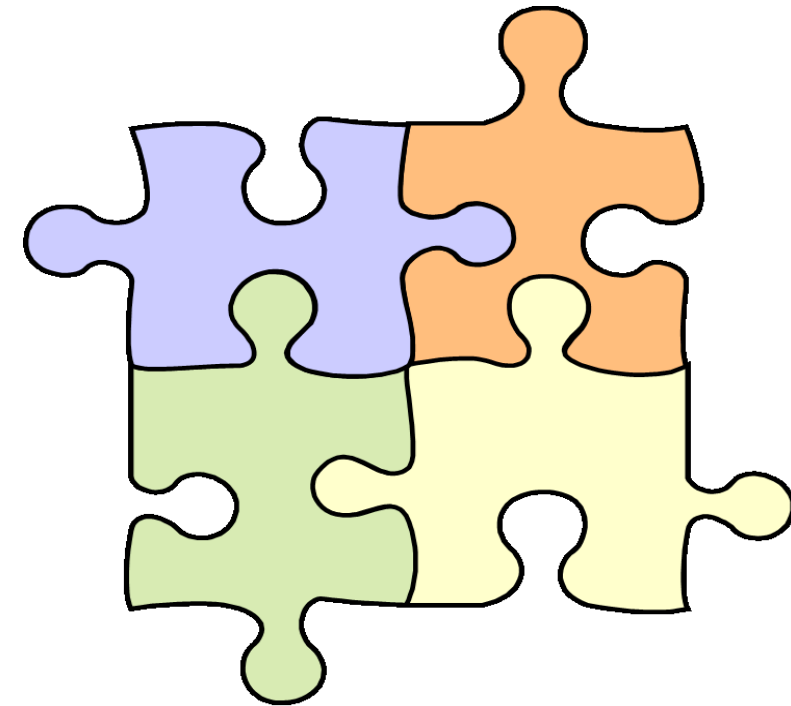
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

Oklahoma Department of Mental Health and Substance Abuse Services

NATIVE AMERICAN CENTER OF RECOVERY (948)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NATIVE AMERICAN CENTER OF RECOVERY (948)

Clients Admitted and Served at the Agency (CY02)
95
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	27	73	8	24	64	59	9	28	1	2	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	22.9	13.5	63	19	5	44	16	2.1	6.3	0.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree					Outpatient Staff Profile by Certification					SAS Treatment Funding FY02	
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS		Other
2	1	1	1	0	5	2	0	0	0	2	\$120,613.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	Clients 12	Clients 84
Units of Service	0	Units of Service 533	Units of Service 2,084
Avg Hours Per Client	0.0	Avg Days Per Client 44.4	Avg Hours Per Client 24.8
Avg Daily Census	0	Avg Daily Census 1	Avg Daily Census 6

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				3	25.0	48.5			36.8	27	32.1	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days				3	25.0	4.4			5.3	35	41.7	46.6
63 Moved									31.6	1	1.2	5.4
64 Transferred				5	41.7	11.8				8	9.5	6.5
65 Incarcerated										1	1.2	0.4
66 Broke Rules				1	8.3	13.2			21.1			3.5
67 AWOL						20.6			5.3	4	4.8	3.9
68 Death												0.2
69 Failed to Begin Treatment										8	9.5	11.3
91 Administrative Discharge												2.7

	Count	Percent
Clients Not Seen Within 90 Days	10	10.6

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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
NATIVE AMERICAN CENTER OF RECOVERY (948)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =7
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80	50.0	2	4	50.0	☹
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment		98.3	2	2	100.0	☺
	Engagement in Treatment		8.5	0	2	0.0	☹
Halfway	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
Outpatient	Level of Functioning Improvement	30	21.1	12	64	18.8	☹
	Planned Discharges	35	23.3	22	64	34.4	☹
	Employment	20	14.1	2	53	3.8	☹
	Initiation of Treatment		82.8	24	46	52.2	☹
	Engagement in Treatment		68.9	21	46	45.7	☹
Long-Term Outcomes (CY00 Clients)							
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
Difference Between Pre & Post Treatment		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

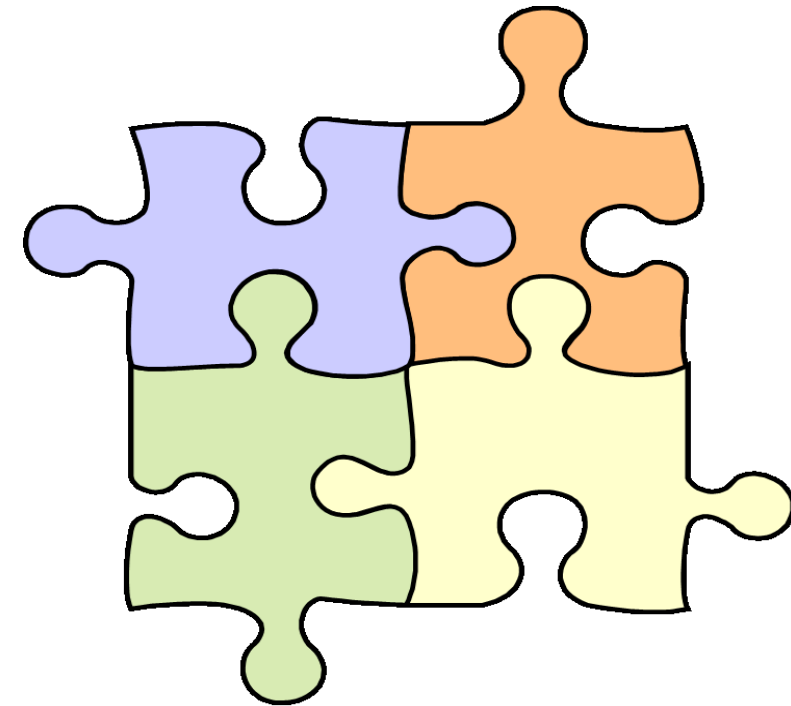
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ROGERS COUNTY DRUG ABUSE (949)

Clients Admitted and Served at the Agency (CY02)
8
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	0	100	0	38	63	88	0	13	0	0	12.5
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12.5	12.5	50	38	13	25	13	12.5	0.0	50.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					SAS Treatment Funding FY02
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	0	3	0	3	0	0	0	0	0	\$10,000.00

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	8
Units of Service	0	0	63
Avg Hours Per Client	0.0	0.0	7.8
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8			18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3			46.6
63 Moved									31.6			5.4
64 Transferred								11.8				6.5
65 Incarcerated												0.4
66 Broke Rules								13.2	21.1			3.5
67 AWOL								20.6	5.3	1	100.0	3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
ROGERS COUNTY DRUG ABUSE (949)

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	Level of Functioning Improvement
							Engagement in Treatment
Post Discharge	Mortality	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	# Clients in Year before Treatment
							# Deaths in Year After Treatment
Difference Between Pre & Post Treatment	DUI Convictions Incarceration Median Wages Clients With Wages	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Consumer Survey (FY02 Clients)	Satisfaction Favorable Outcomes Service Quality Favorable Time to First Service Convenient Time	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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*.

TANF 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).

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.

Readmissions within 30/90 Days - 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.

State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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

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

Results Comparing Score to State Standard (Std)/State Average (Avg) - for indicators with a state standard, the standard is used for comparison. If no standard exists, the state average is used. A happy face ☺ indicates the agency compares favorably with the state standard or state average. A sad face ☹ indicates the agency did not meet the state standard or state average.

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.

- Clients - All adults who received substance abuse treatment in a program operated or contracted by DMHSAS during 2000.
- Pre/Post-treatment - The year period both prior to and after discharge from treatment.
- Indicator Score - An agency's score on a particular outcome. Used for comparison to the state rate, the indicator score is reported as a percentage or a dollar amount.
- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - o **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - o **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - o **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - o **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - o **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - o **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - o **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

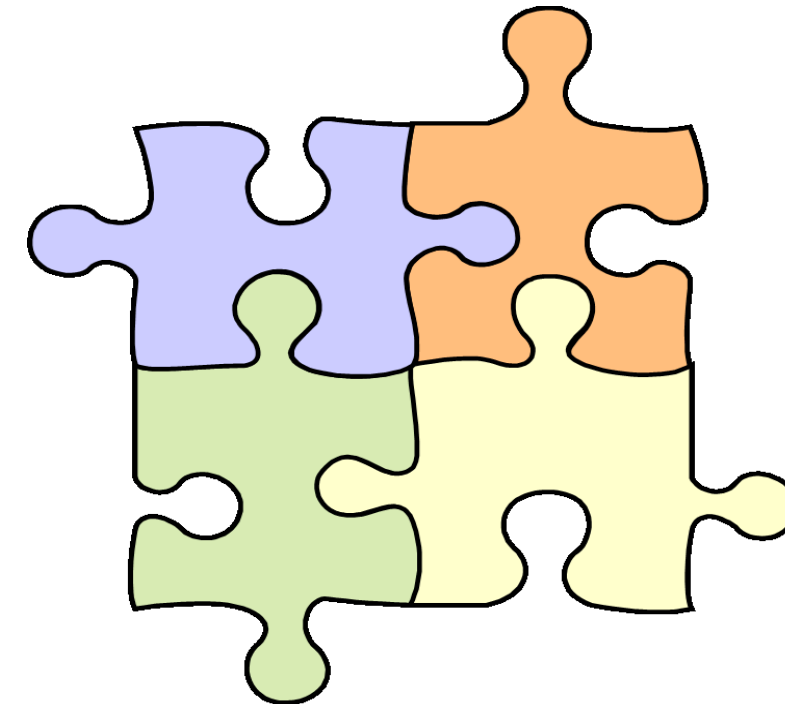
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Clients Admitted and Served at the Agency (CY02)
15
TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	27	73	0	20	73	40	27	13	0	13	0.0
State Avg	11	89	4	33	60	58	19	18	1	2	2.3

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	20.0	20.0	80	33	40	67	7	6.7	0.0	20.0
State Avg	19.3	12.6	67	22	11	50	19	10.6	2.2	7.7

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	1	1	5	0	7	2	0	2	0	5	

Clients Admitted and Served by Level of Care

Detox	Residential	Halfway	Outpatient
Clients	0	0	15
Units of Service	0	0	85
Avg Hours Per Client	0.0	0.0	5.7
Avg Daily Census	0	0	0

Discharges

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment										2	18.2	18.6
61 Completed Court Commitment												1.0
62 Left ACA/ 90 Days										6	54.5	46.6
63 Moved												5.4
64 Transferred										2	18.2	6.5
65 Incarcerated												0.4
66 Broke Rules										1	9.1	3.5
67 AWOL												3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	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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Clients Admitted and Served represents the number of clients admitted to substance abuse treatment who received a 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
SPECIALIZED OUTPATIENT SERVICES, INC. (958)

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1
TANF Clients

Indicators:

Short-Term Outcomes (CY02 Clients)		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Initiation of Treatment						
Halfway	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
Outpatient	Engagement in Treatment						
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	32	39	82.1	☹
Long-Term Outcomes (CY00 Clients)	Engagement in Treatment		68.9	30	39	76.9	☺
Recidivism		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Post Discharge		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
Mortality							
Difference Between Pre & Post Treatment							
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
Consumer Survey (FY02 Clients)		State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
Satisfaction							
Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

Please See The Indicator Notes On The Next Page

Short-Term Indicator Notes:

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

TANF 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).

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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.

Readmissions within 30/90 Days - 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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State Standard - Standards for the indicators were the result of a collaborative process between substance abuse providers and DMHSAS staff.

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

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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.

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- State Average - The statewide score on a particular outcome, reported as a percentage or a dollar amount.
- Measures
 - **DUI Recidivism** - Among clients with a DUI conviction in the year before treatment, the percentage who received a DUI conviction in the year after treatment.
 - **Incarceration Recidivism** - Among clients who served time in prison in the year before treatment, the percentage who re-incarcerated in the year after treatment.
 - **DUI Conviction Percent Difference** - The percentage of clients who received a DUI conviction in the year before treatment, subtracted from the percentage of clients who received a DUI conviction in the year after treatment.
 - **Incarceration Difference** - The percentage of clients who served time in prison in the year before treatment subtracted from the percentage of clients incarcerated in the year after treatment.
 - **Median Wages Difference** - Among all clients, median wages earned in the year before treatment subtracted from median wages earned in the year following treatment.
 - **Clients with Wages Difference** - The percent of all clients who earned wages in the year before treatment subtracted from the percent of clients who earned wages in the year following treatment.
 - **Mortality** - The percent of clients who died in the year after treatment.

Consumer Survey Notes:

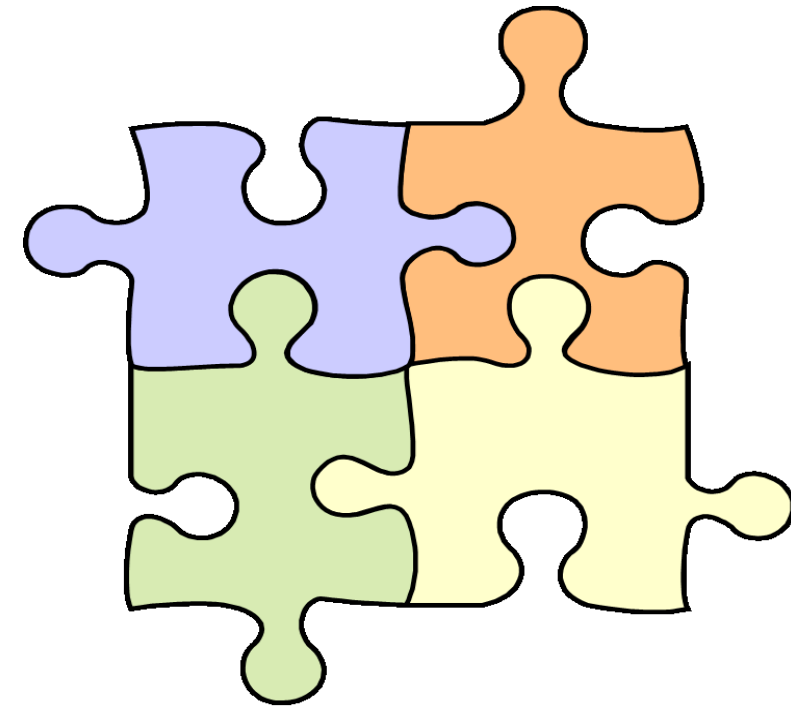
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Oklahoma Department of Mental Health and Substance Abuse Services

State (999)

TANF Clients

Provider Performance Management Report



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

October 2003

V 1.7

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)

Clients Admitted and Served at the Agency (CY02)
1,516

TANF Clients

Descriptive Statistics (CY02 Clients)

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
Agency	11	89	4	33	60	58	19	18	1	2	
State Avg	11	89	4	33	60	58	19	18	1	2	
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency			67	22	11	50	19				
State Avg			67	22	11	50	19				
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	2	67	20
Units of Service	7	2,358	1,051
Avg Hours Per Client	3.5	35.2	52.6
Avg Daily Census	0	6	3

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												
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 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 is the number of admitted clients who have not received a service or a discharge for at least 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services
Provider Performance Management Report Prepared October 2003
State (999)

TANF Clients
Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =0

Indicators:

Short-Term Outcomes (CY02 Clients)

		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
Detox	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment		100.0	2	2	100.0	☺
	Engagement in Treatment		100.0	2	2	100.0	☺
Residential	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
Halfway	Initiation of Treatment		98.3	58	59	98.3	☺
	Engagement in Treatment		8.5	5	59	8.5	☺
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
Outpatient	Initiation of Treatment		100.0	3	3	100.0	☺
	Engagement in Treatment		100.0	3	3	100.0	☺
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
Long-Term Outcomes (CY00 Clients)	Initiation of Treatment		82.8	1,071	1,293	82.8	☺
	Engagement in Treatment		68.9	891	1,293	68.9	☺
	Recidivism	State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions						
	Incarceration						
Post Discharge	# Clients in Year before Treatment		# Deaths in Year After Treatment				
	Mortality						
Difference Between Pre & Post Treatment	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg			
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
Consumer Survey (FY02 Clients)	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg		
	Satisfaction						
	Favorable Outcomes						
	Service Quality						
	Favorable Time to First Service						
	Convenient Time						

Please See The Indicator Notes On The Next Page