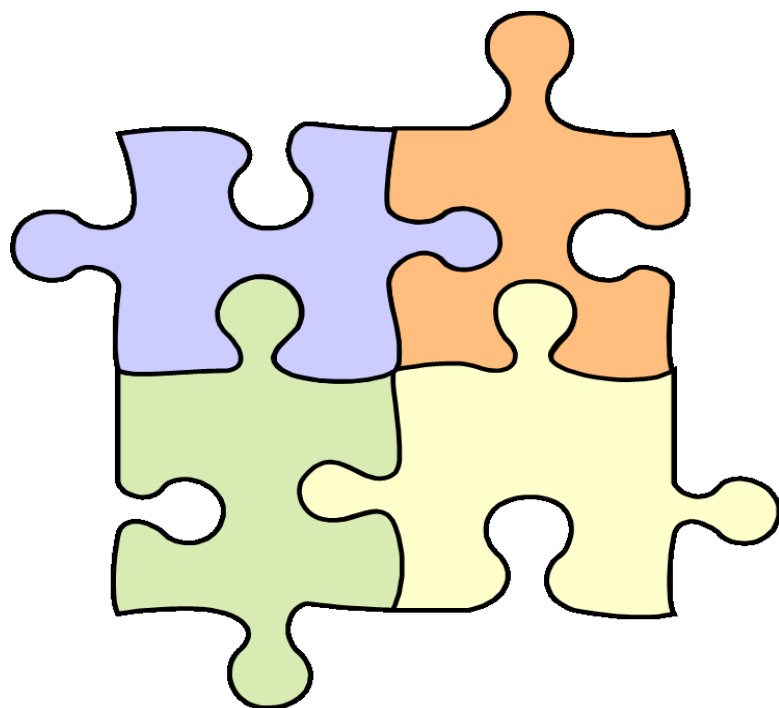


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	69	31	0	21	68	71	16	9	0	3	17
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	39	28	83	35	37	57	23	1	0	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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

**Clients Admitted and Served by Level of Care**

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

**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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

**All Clients**

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

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹
<b>Halfway</b>	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						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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
<b>Recidivism</b>	DUI Convictions		6.8	117	9	7.7	☹
	Incarceration		13.0	27	5	18.5	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	667	7	1.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

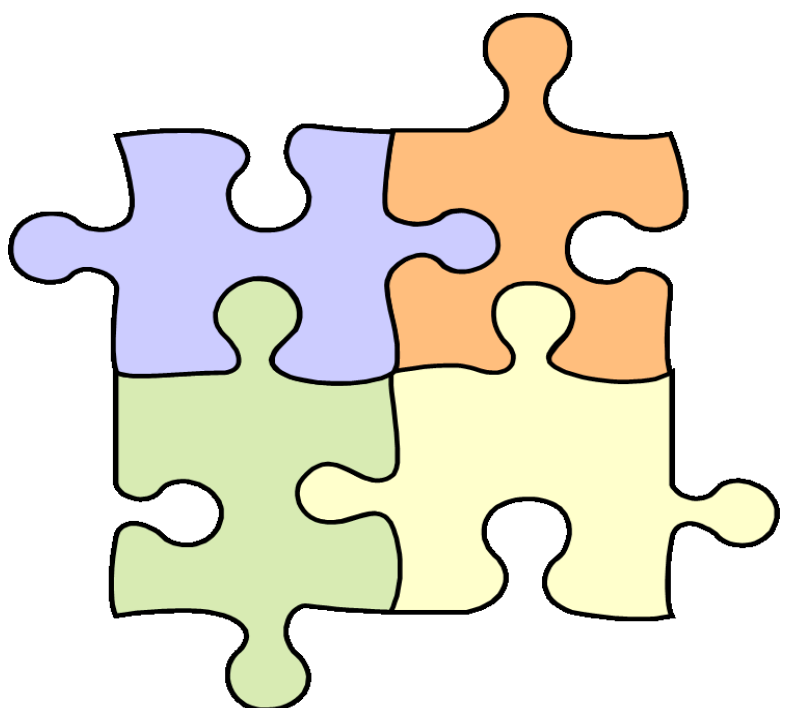
## Consumer Survey Notes:

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

## 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	
<b>Agency</b>	52	48	0	31	63	65	13	8	0	1	12
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	40	27	82	51	19	66	22	1	1	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	329	0
Units of Service	0	9,718	0
Avg Hours Per Client	0.0	29.5	0.0
Avg Daily Census	0	27	0
Clients			2
Units of Service			169
Avg Hours Per Client			84.3
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☺
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						

Long-Term Outcomes (CY00 Clients)

<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions	6.8	33	2	6.1	☺
	Incarceration	13.0	21	6	28.6	☹
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	1.0	253	3	1.2	☹
<b>Difference Between Pre &amp; Post Treatment</b>		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

## 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 Denominator** - 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:

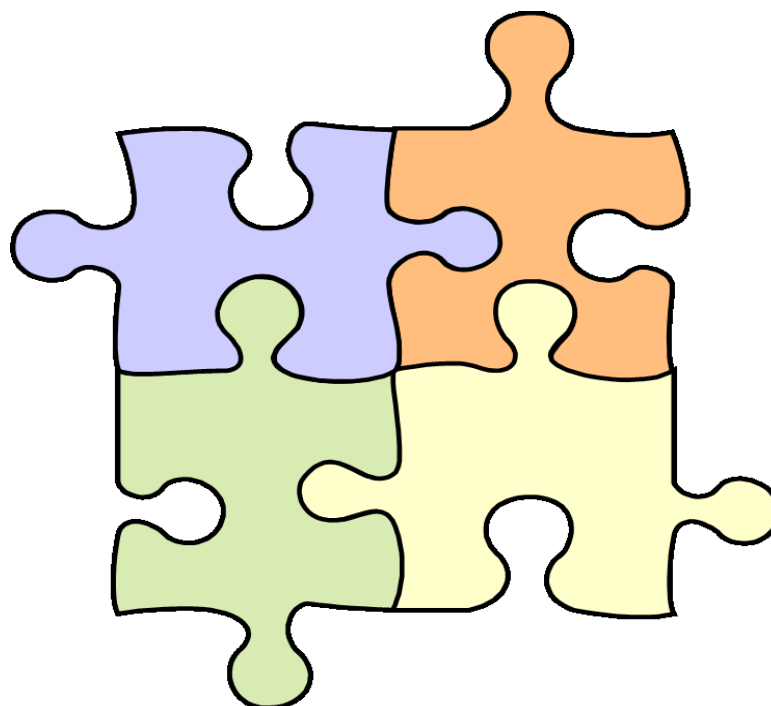
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 LASTSTOP (214)

### 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 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	
<b>Agency</b>	100	0	0	14	67	59	17	14	0	1	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	36	28	77	31	13	59	15	0	100	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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						

<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
<b>Recidivism</b>	DUI Convictions	6.8	43	2	4.7	☺
	Incarceration	13.0	93	2	2.2	☺
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 193	# Deaths in Year After Treatment 1	0.5	☺

<u>Difference Between Pre &amp; Post Treatment</u>		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%	☺

<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:

- 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 Denominator** - 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.

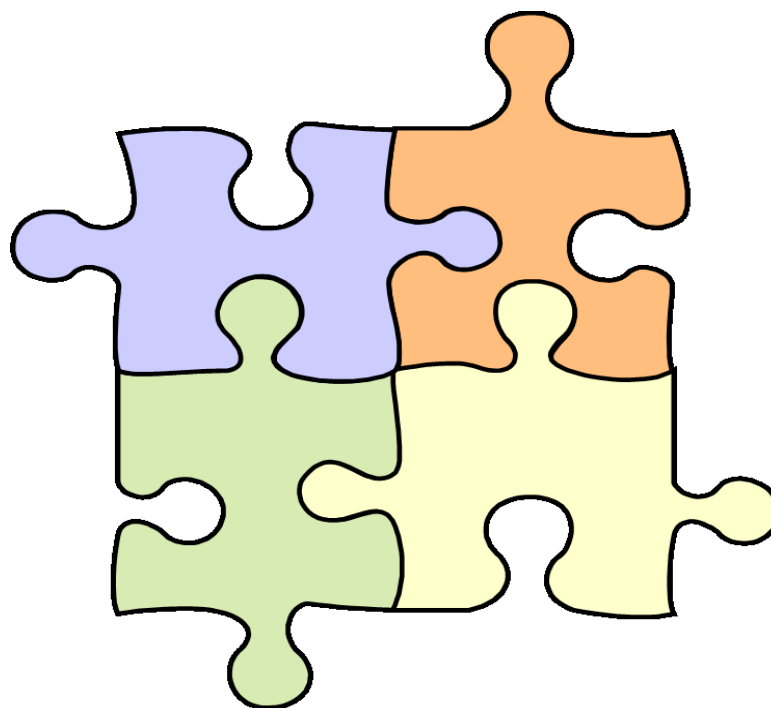
## Consumer Survey Notes:

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)**

	<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	
<b>Agency</b>	100	0	0	13	65	48	18	3	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	43	40	55	50	25	68	20	0	100	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	1	0	0	1	1	1	0	0	0	\$52,622.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	4	22	18.2	☹
	Planned Discharges	35	45.9	17	22	77.3	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
<b>Consumer Survey (FY02 Clients)</b>			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:
  - the service 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 Denominator** - 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:

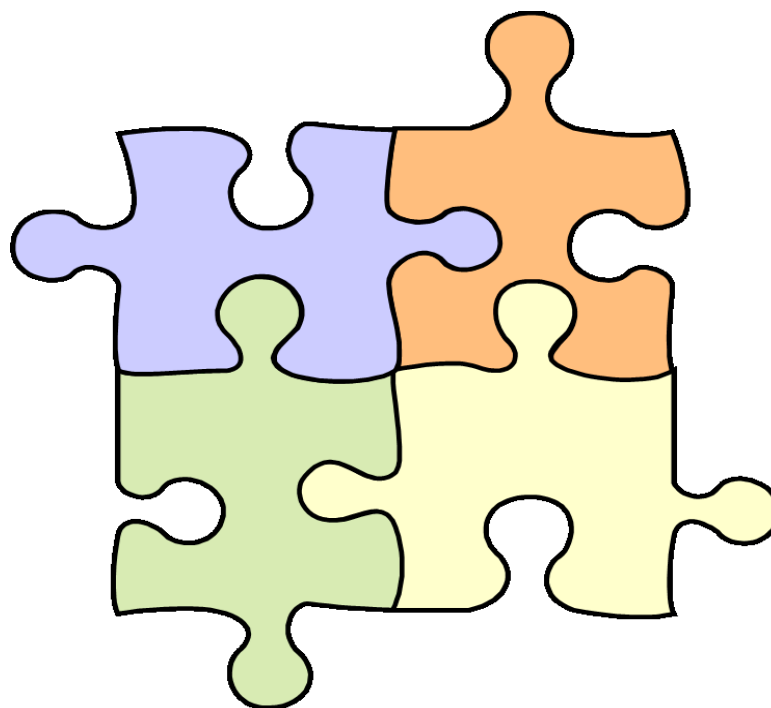
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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	
<b>Agency</b>	78	22	0	29	60	81	6	9	0	4	7
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	37	28	80	43	20	47	6	0	0	45	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	0	6	3		11	1	0	2	0	2	\$120,800.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	75	1	1.3	☺
	Incarceration		13.0	6	2	33.3	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	271	1	0.4	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

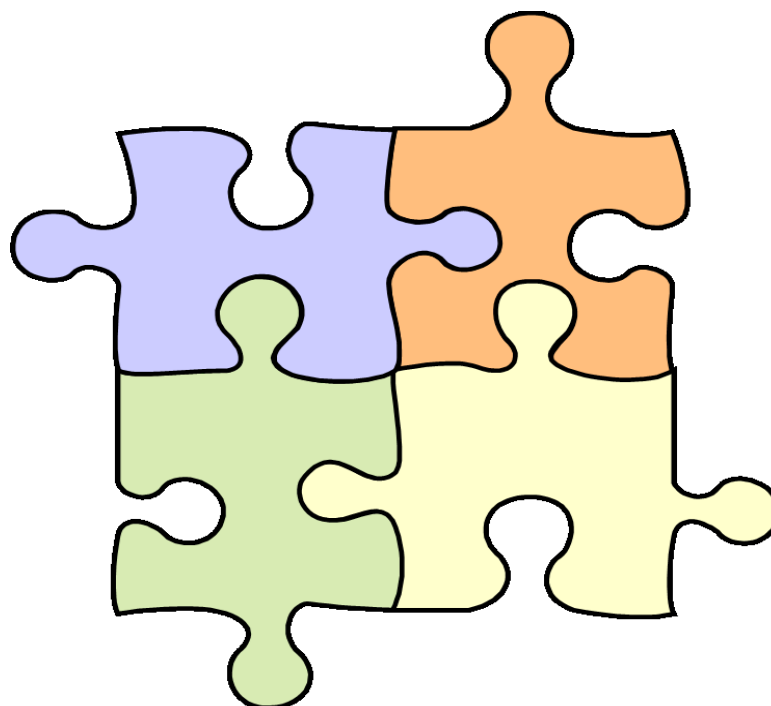
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	74	26	100	0	0	77	4	13	1	1	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	14	11	75	33	17	96	16	0	0	5	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	\$658,959.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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
	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	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						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	2	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages		\$376.90	\$252.30	\$405.90	\$153.60	☹
	Clients With Wages		-2.49%	50.00%	50.00%	0.00%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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:

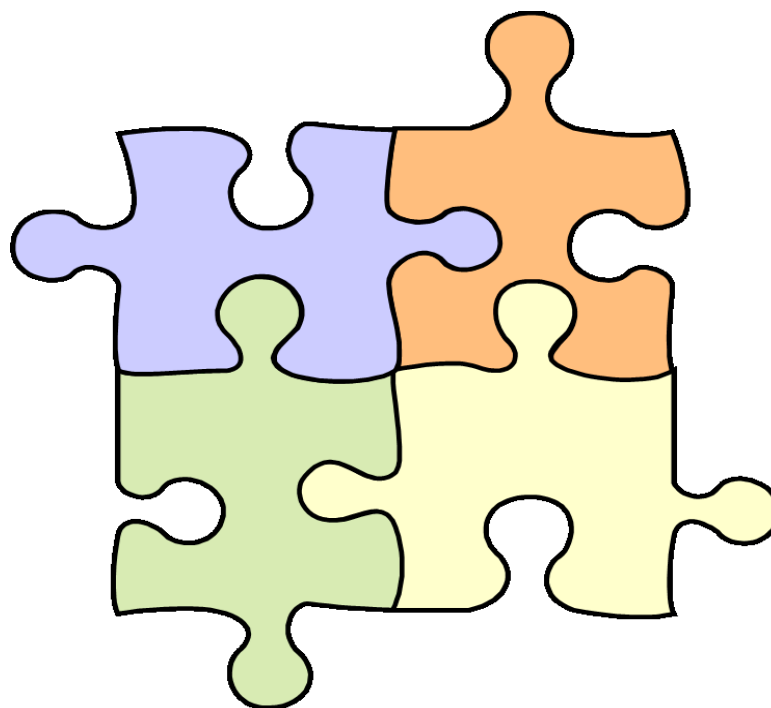
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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
State Avg	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	9	5	52	28	6	38	9	1	0	74	
State Avg	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at admission was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	1	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☹
<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						

## 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 Denominator** - 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
  - **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.

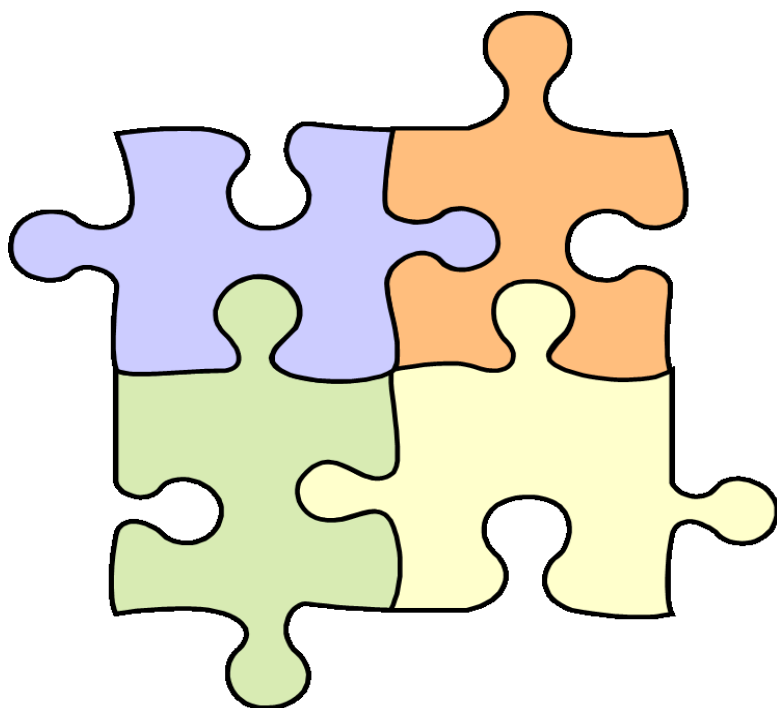
## Consumer Survey Notes:

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)

### 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
State Avg	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	19	10	81	24	24	67	0	5	0	0	
State Avg	29	20	62	26	17	46	26	2	10	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	2	1	0	3	1	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Engagement in Treatment		62.6	9	13	69.2	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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.

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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 Denominator** - 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:

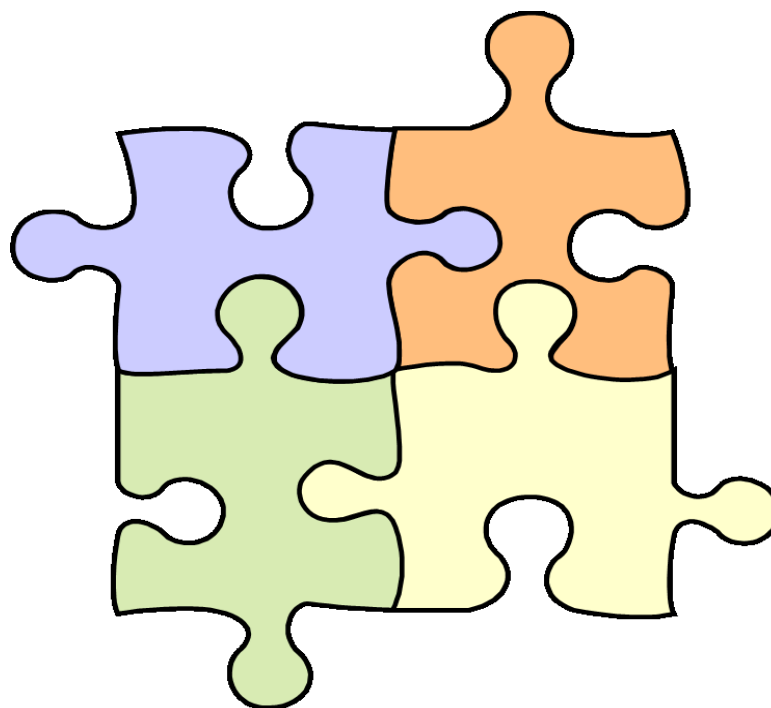
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	52	48	0	34	62	59	0	38	0	0	24
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	72	72	66	97	0	62	0	14	97	3	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
1	0	1	1	0	3	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Engagement in Treatment		62.6	25	32	78.1	☺
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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.

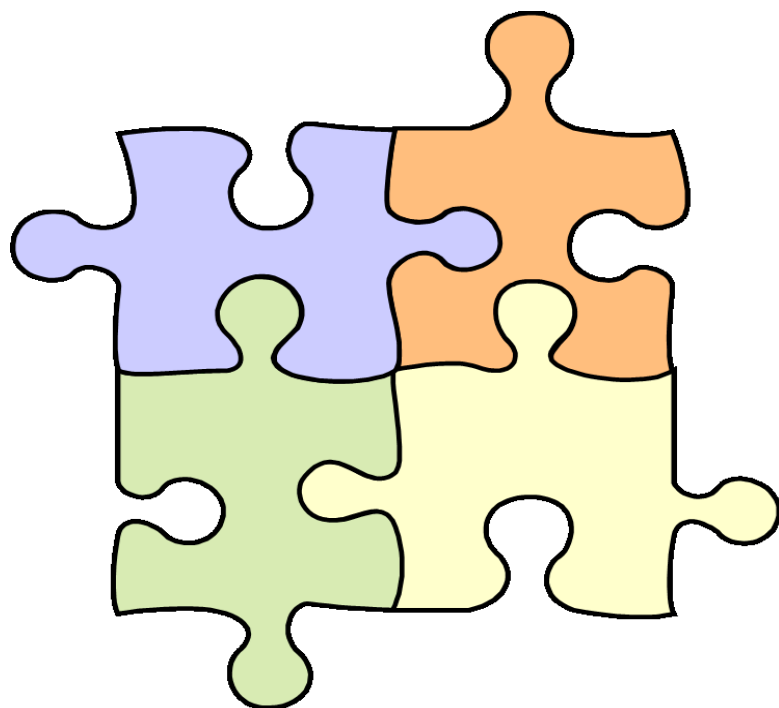
## Consumer Survey Notes:

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)

### 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	
<b>Agency</b>	16	84	0	44	52	88	4	8	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	32	20	72	32	4	32	8	4	8	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	30	34	88.2	☺
	Engagement in Treatment		62.6	20	34	58.8	☹
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

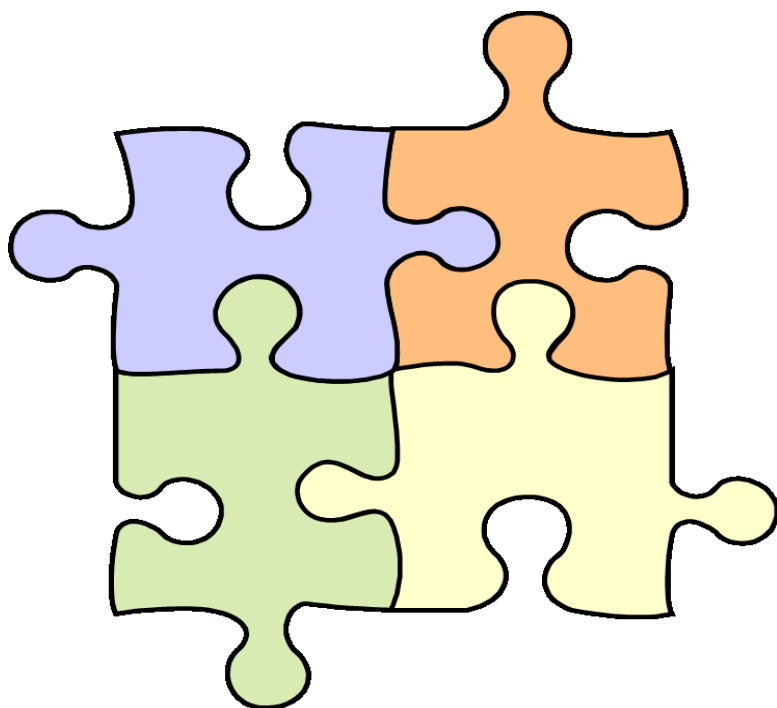
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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	
<b>Agency</b>	86	14	100	0	0	100	0	0	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	57	0	14	100	0	0	0	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	1	1	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services

All Clients

Provider Performance Management Report Prepared October 2003

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

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

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	1	1	100.0	☺
	Engagement in Treatment		62.6	1	1	100.0	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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:

- 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 Denominator** - 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.

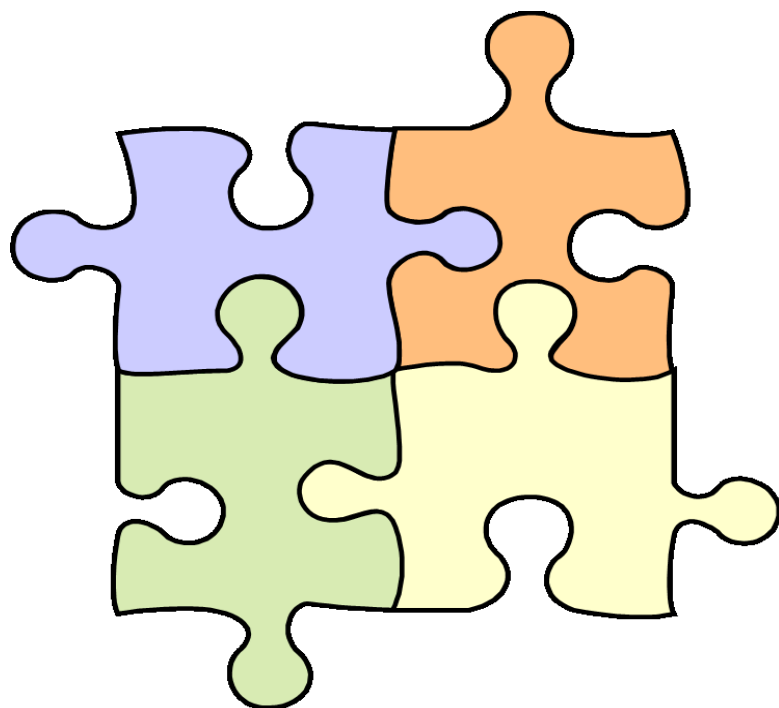
## Consumer Survey Notes:

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 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	
<b>Agency</b>	2	98	0	26	72	39	52	7	0	2	5
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	15	11	61	15	21	69	21	5	2	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

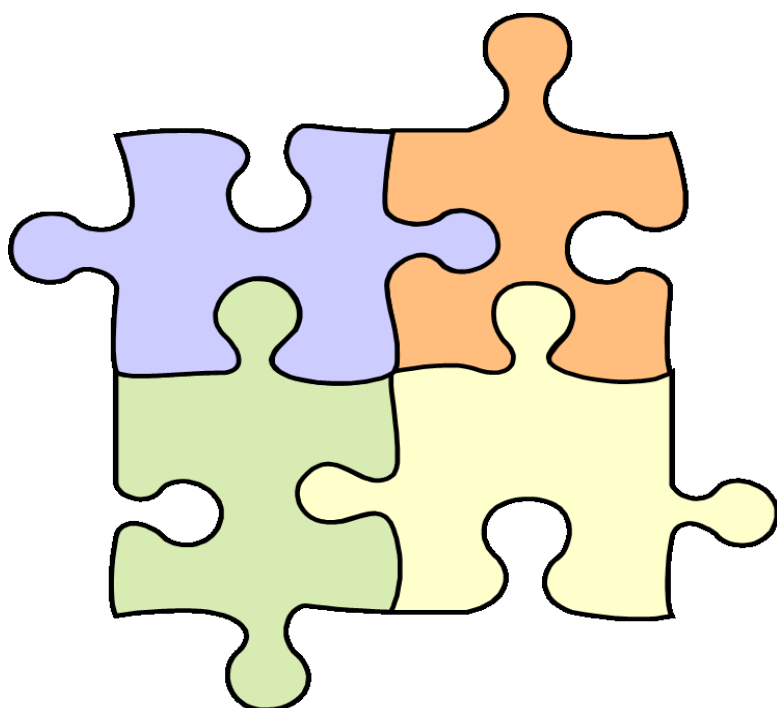
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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	
<b>Agency</b>	7	93	1	39	57	72	12	9	2	2	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	23	12	82	29	5	55	24	7	2	11
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

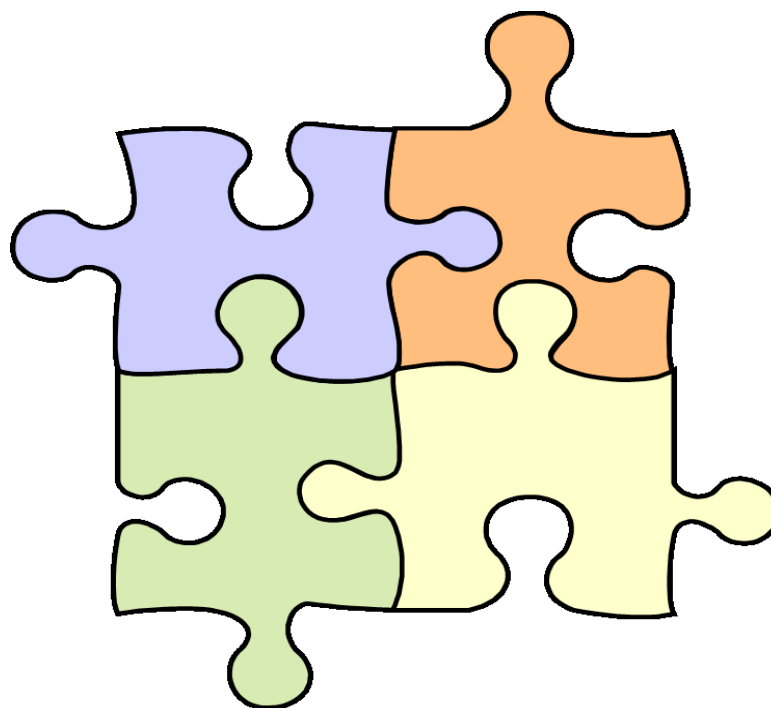
## Consumer Survey Notes:

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
State Avg	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	21	7	71	7	36	50	29	21	0	0	
State Avg	29	20	62	26	17	46	26	2	10	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	4	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
<b>Consumer Survey (FY02 Clients)</b>			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:
  - the service 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 Denominator** - 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:

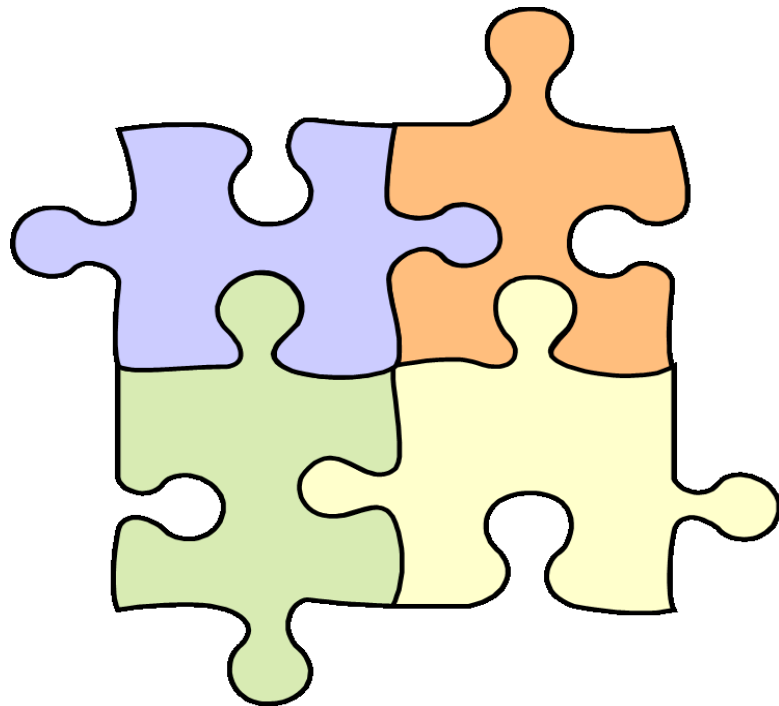
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	66	34	0	18	68	80	2	14	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	20	2	34	48	5	11	23	0	14	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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	
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	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						

## 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 Denominator** - 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.

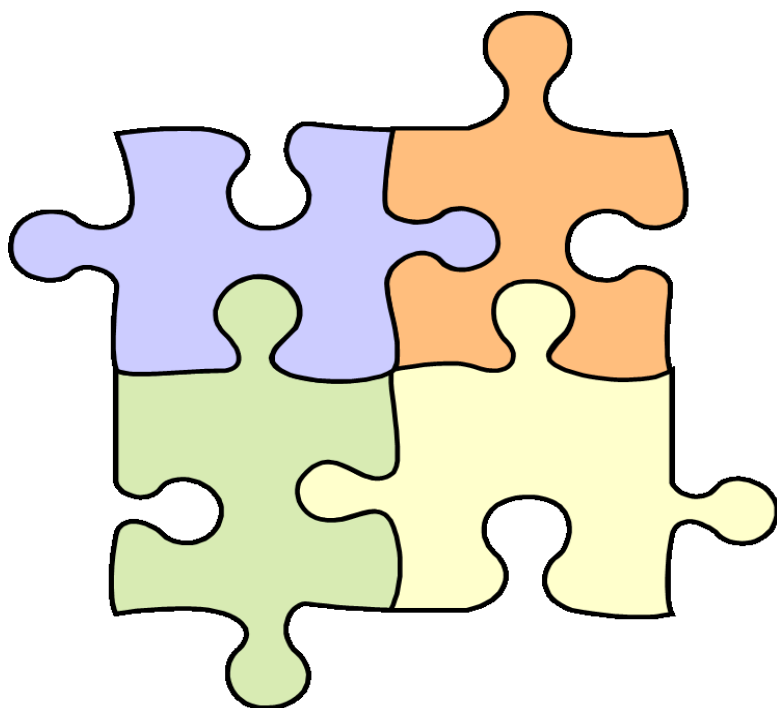
## Consumer Survey Notes:

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	
<b>Agency</b>	73	27	0	27	61	64	2	32	2	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	43	30	70	61	11	57	16	2	34	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	11	11	100.0	☺
	Engagement in Treatment		62.6	10	11	90.9	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

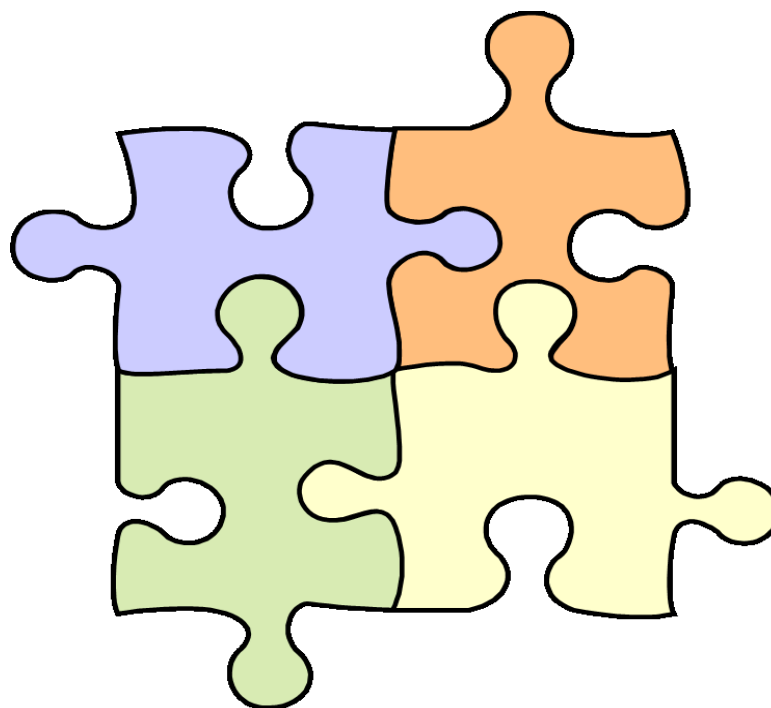
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	53	47	2	24	64	64	6	28	0	1	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	38	31	59	41	9	46	34	2	21	51	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	576
Units of Service	0	5,738	16,647
Avg Hours Per Client	0.0	23.1	28.9
Avg Daily Census	0	16	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>		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	☺	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	242	3	1.2	☹	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹	
<b>Consumer Survey (FY02 Clients)</b>							
		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	☺	

## 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 Denominator** - 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.

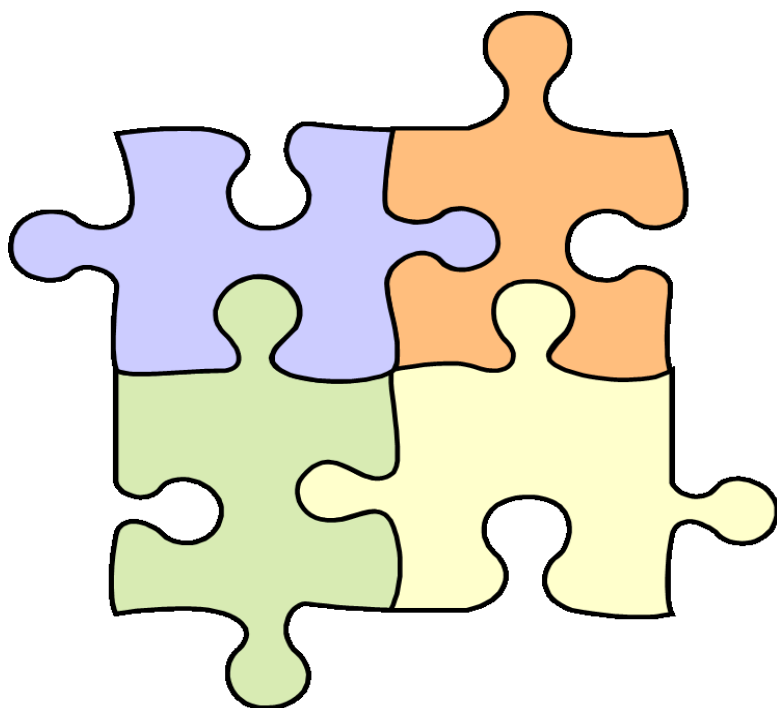
## Consumer Survey Notes:

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)**

	<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	
<b>Agency</b>	70	30	0	29	59	76	5	12	1	3	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	28	16	63	14	22	45	29	0	22	13	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	1	2	2	0	5	2	0	0	0	0	\$51,054.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	37	44	84.1	☺
	Engagement in Treatment		62.6	20	44	45.5	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	9	1	11.1	☹
	Incarceration		13.0	11	3	27.3	☹
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 105	# Deaths in Year After Treatment 0	0.0	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<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						

## 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.

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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.

For Residential Treatment services, clients are counted as *initiating* treatment when they receive a second service within 14 days of the first service. Due to the nature of residential treatment, nearly all 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 Denominator** - 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.
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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:

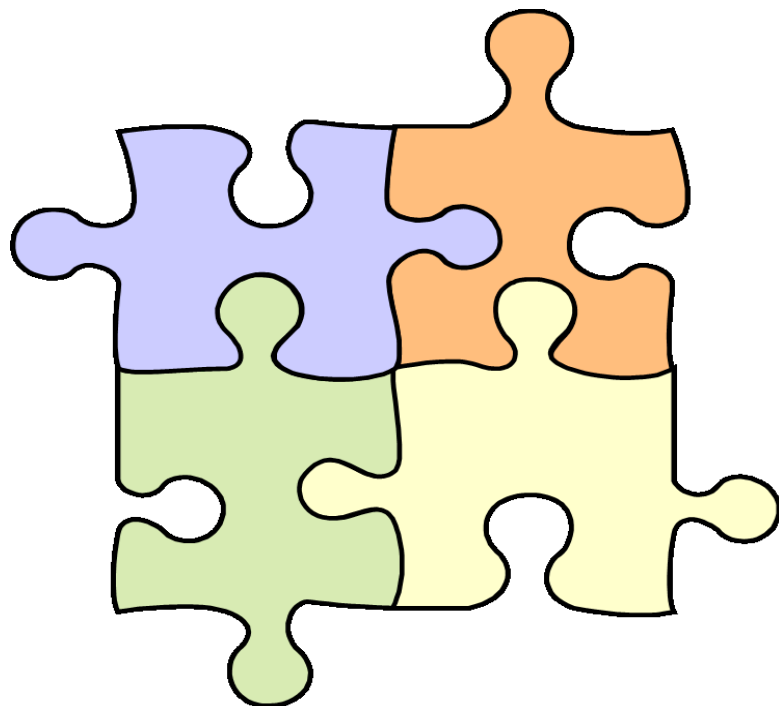
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	59	41	0	26	59	80	6	11	0	2	3
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	35	19	59	30	9	29	24	0	1	49	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	234	91
Units of Service	661	5,308	225
Avg Hours Per Client	4.2	22.7	2.5
Avg Daily Census	2	15	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	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	☹
<b>Residential</b>	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	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>	DUI Convictions		6.8	81	1	1.2	☺
	Incarceration		13.0	13	0	0.0	☺
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 407	# Deaths in Year After Treatment 8	2.0	☹
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<b>Consumer Survey (FY02 Clients)</b>			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	☺

## 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 Denominator** - 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.

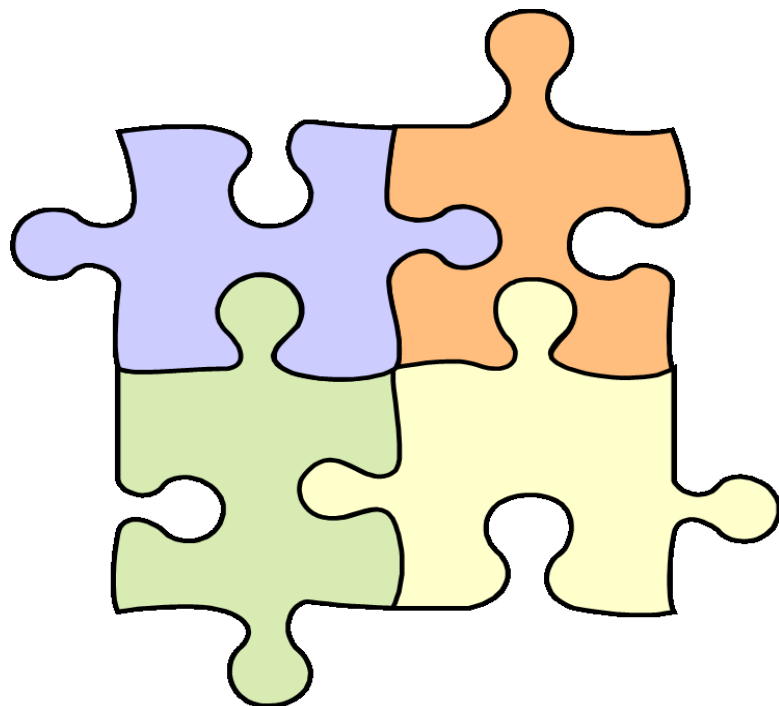
## Consumer Survey Notes:

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)

### 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**  
**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	
<b>Agency</b>	77	23	6	15	66	77	13	6	0	2	8
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	31	16	62	9	29	37	30	2	4	23	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹	
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		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	13.0	1	0	0.0	☺	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	28	0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<u>Consumer Survey (FY02 Clients)</u>							
		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:
  - the service 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 Denominator** - 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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- 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:

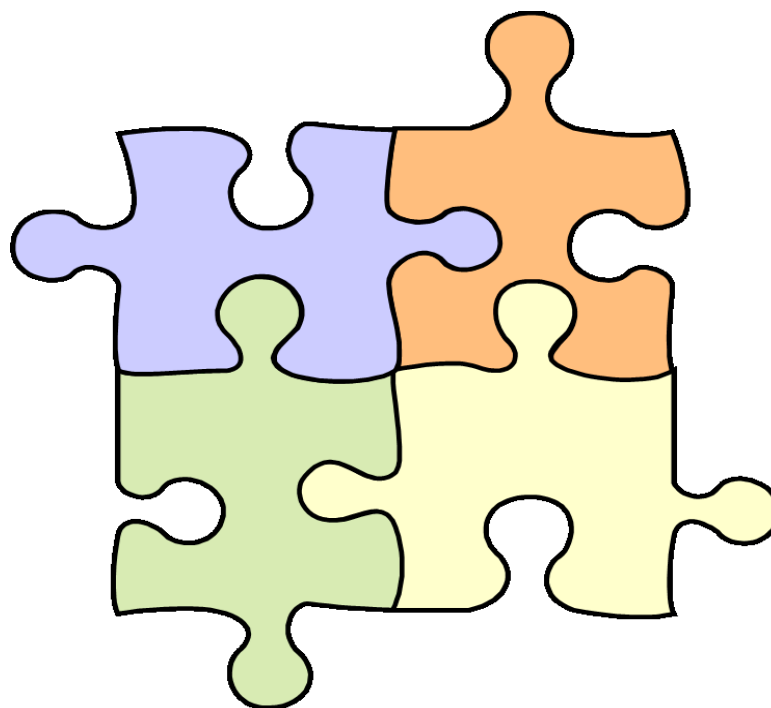
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	42	58	1	28	61	73	8	11	0	3	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	20	13	61	27	14	42	28	7	2	2	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	⊖
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

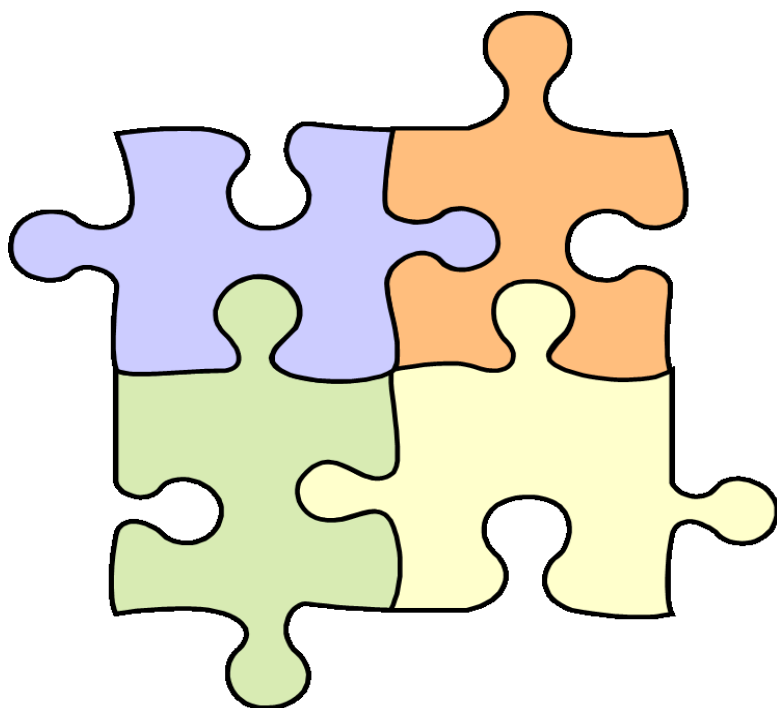
## Consumer Survey Notes:

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)

### 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)**  
**33**

**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	
<b>Agency</b>	73	27	18	27	42	79	0	12	0	6	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	33	15	64	21	12	39	18	0	0	3	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	0	1	8	1	11	0	0	6	0	2	\$14,000.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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
	<u>Count</u>	<u>Percent</u>										
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	4	32	12.5	☹
	Planned Discharges	35	45.9	6	7	85.7	☺
	Employment	20					
	Initiation of Treatment		77.6	10	13	76.9	☹
	Engagement in Treatment		62.6	6	13	46.2	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	3	0	0.0	☺
	Incarceration		13.0	3	0	0.0	☺
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 32	# Deaths in Year After Treatment 2	6.3	☹
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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:

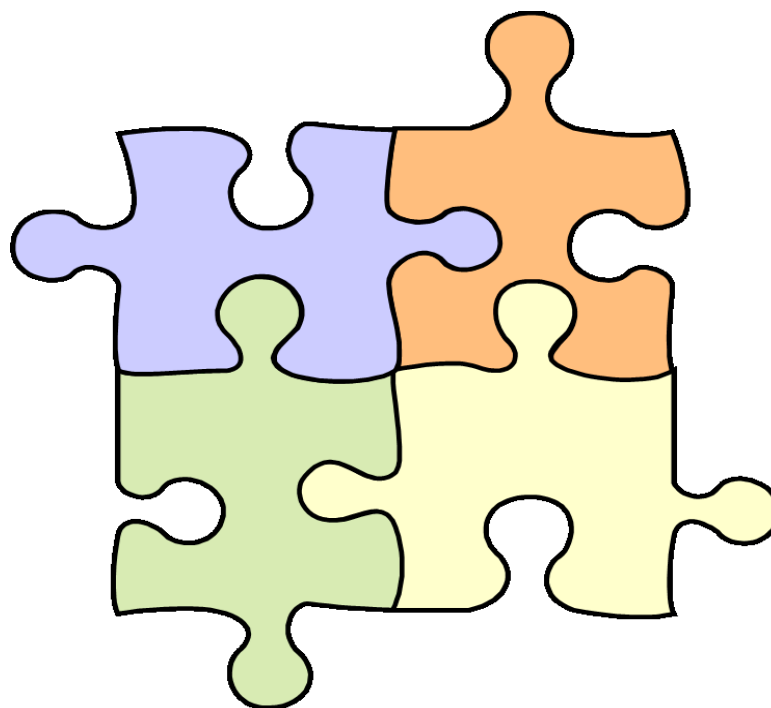
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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		
<b>Agency</b>	49	51	0	15	44	83	12	2	0	1	0	
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6	
	<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					
<b>Agency</b>	18	6	69	4	18	20	44	2	0	0		
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24		
<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		
0	0	10	20	3	33	3	0	12	0	0	\$55,287.00	

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	7	17	41.2	☺
	Planned Discharges	35					
	Employment	20	16.8	4	13	30.8	☺
	Initiation of Treatment		77.6	26	42	61.9	☹
	Engagement in Treatment		62.6	21	42	50.0	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	4	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 57	# Deaths in Year After Treatment 0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

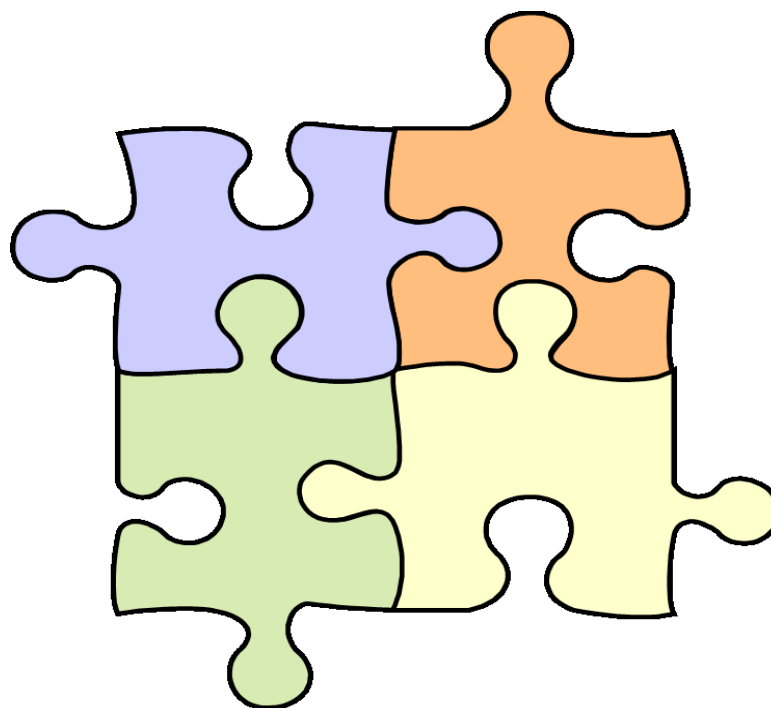
## Consumer Survey Notes:

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)**

	<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	
<b>Agency</b>	75	25	1	28	57	55	7	30	0	2	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	33	30	87	38	8	62	21	0	15	1	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	1	3	0	0	5	4	0	1	0	5	\$197,051.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	103	115	89.6	☺
	Engagement in Treatment		62.6	98	115	85.2	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	9	0	0.0	☺
	Incarceration		13.0	1	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	52	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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:

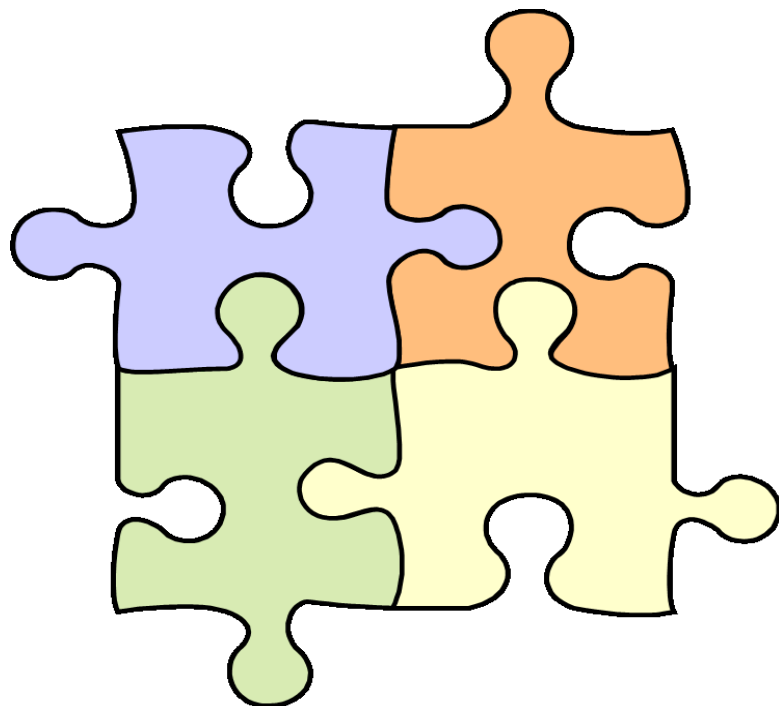
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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	
<b>Agency</b>	66	34	3	20	64	71	14	9	0	2	14
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	40	26	67	25	24	40	30	2	2	16	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
17	2	10	4	0	33	7	0	0	0	8	\$2,494,109.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	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	☺
<b>Residential</b>	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	☺
<b>Halfway</b>	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	☺
<b>Outpatient</b>	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	☺
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>	DUI Convictions		6.8	112	10	8.9	☹
	Incarceration		13.0	56	12	21.4	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	991	11	1.1	☹
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<b>Consumer Survey (FY02 Clients)</b>			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.

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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.

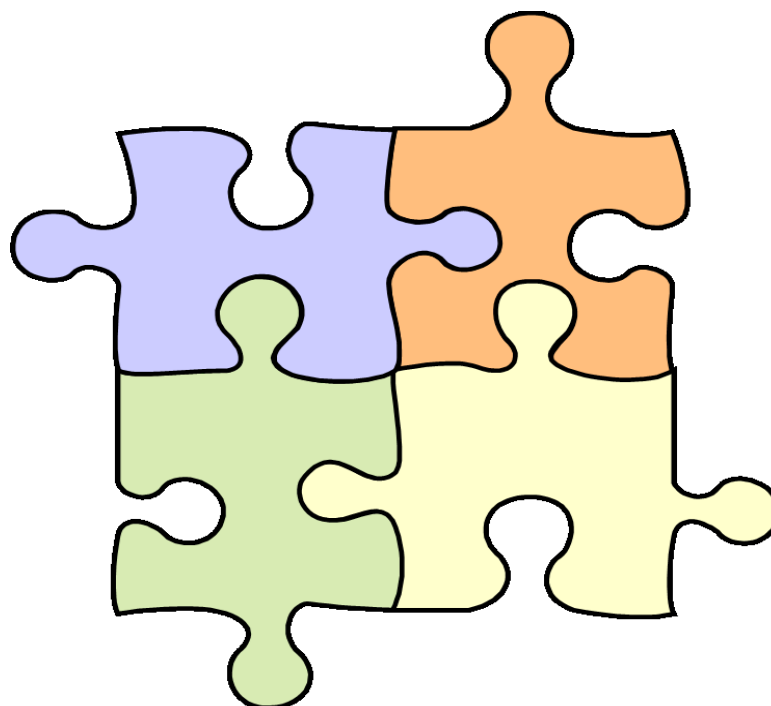
## Consumer Survey Notes:

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

# Oklahoma Department of Mental Health and Substance Abuse Services

**OPPORTUNITIES, INC., CDTC (642)**

## 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., CDTC (642)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**267**

**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	
<b>Agency</b>	71	29	1	26	62	73	7	15	0	3	7
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	31	25	69	32	17	33	17	1	3	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
8	0	4	0	0	12	1	0	2	0	8	\$488,592.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>	
Clients	26	216	29	34
Units of Service	344	4,705	1,749	174
Avg Hours Per Client	13.2	21.8	60.3	5.1
Avg Daily Census	1	13	5	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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

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

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

All Clients

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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	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	☺
<b>Residential</b>	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	☹
<b>Halfway</b>	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	☹
<b>Outpatient</b>	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	☹
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	49	7	14.3	☹	
	Incarceration	13.0	13	1	7.7	☺	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	206	2	1.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹	
<b>Consumer Survey (FY02 Clients)</b>							
	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes	91.9	54	56	96.4	☺	
	Service Quality	94.8	56	56	100.0	☺	
	Favorable Time to First Service	93.0	51	53	96.2	☺	
	Convenient Time	92.4	49	56	87.5	☹	
		92.3	51	55	92.7	☺	

## 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;
  - 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 Denominator** - 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:

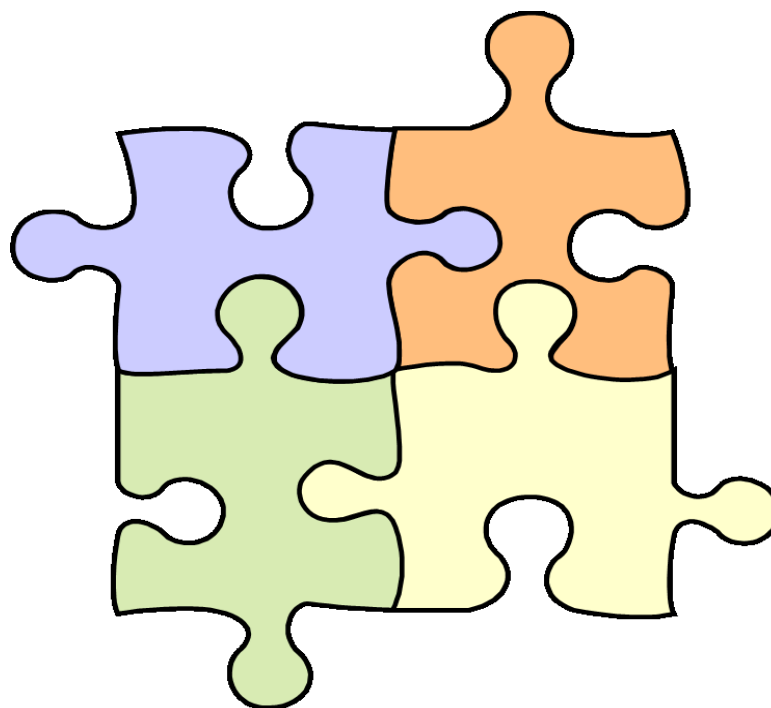
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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	
<b>Agency</b>	69	31	0	23	67	78	10	5	0	6	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	45	34	71	34	21	56	24	2	32	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	41
Units of Service	0	4,930	1,845
Avg Hours Per Client	0.0	31.4	45.0
Avg Daily Census	0	14	5
			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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☺
<b>Halfway</b>	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	☹
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	61	6	9.8	☹
	Incarceration		13.0	44	3	6.8	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	398	3	0.8	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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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**14-Day Follow-up** - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they 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.

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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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- 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.

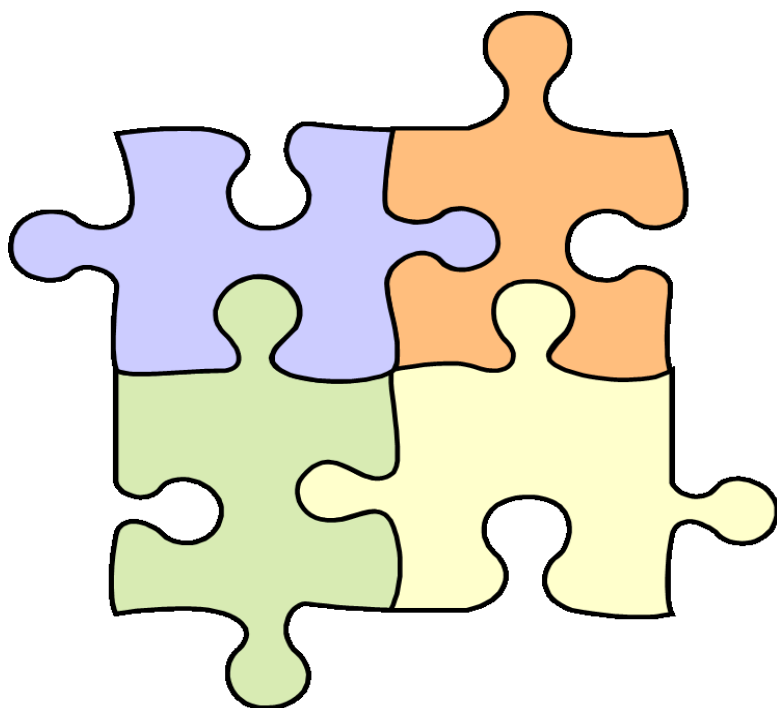
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	64	36	1	17	68	70	23	5	0	2	11
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	<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			
<b>Agency</b>	32	19	67	23	39	29	21	1	3	98
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

<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	
23	10	5	4	0	42	3	1	0	0	0	\$1,051,545.00

**Clients Admitted and Served by Level of Care**

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

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

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

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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	☹
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	86	6	7.0	☹
	Incarceration		13.0	47	7	14.9	☹
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 943	# Deaths in Year After Treatment 16	1.7	☹
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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:

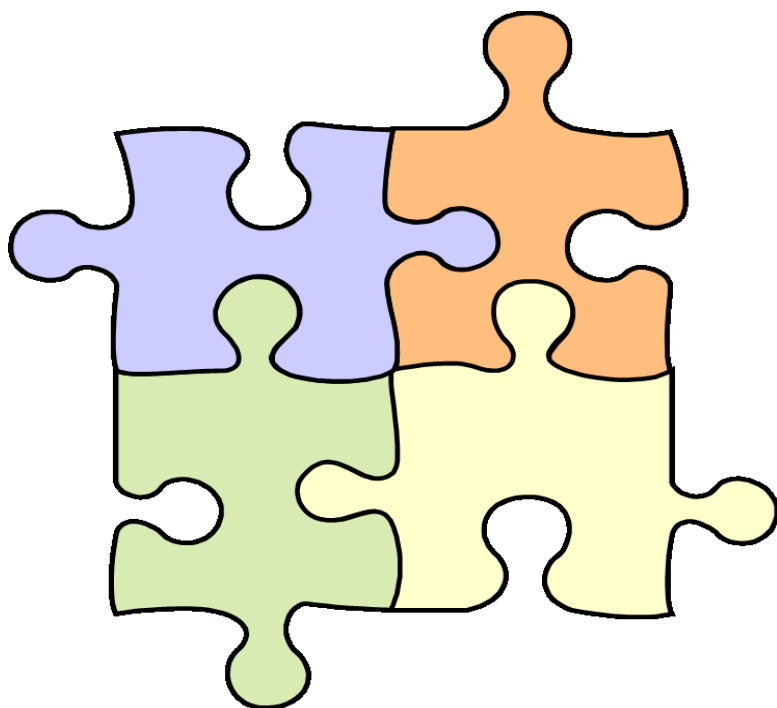
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	67	33	7	26	52	70	11	17	0	2	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	22	13	63	29	11	45	12	2	27	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Initiation of Treatment		77.6	307	335	91.6	☺
	Engagement in Treatment		62.6	249	335	74.3	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	31	3	9.7	☹
	Incarceration		13.0	11	4	36.4	☹
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 279	# Deaths in Year After Treatment 6	2.2	☹
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.
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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.

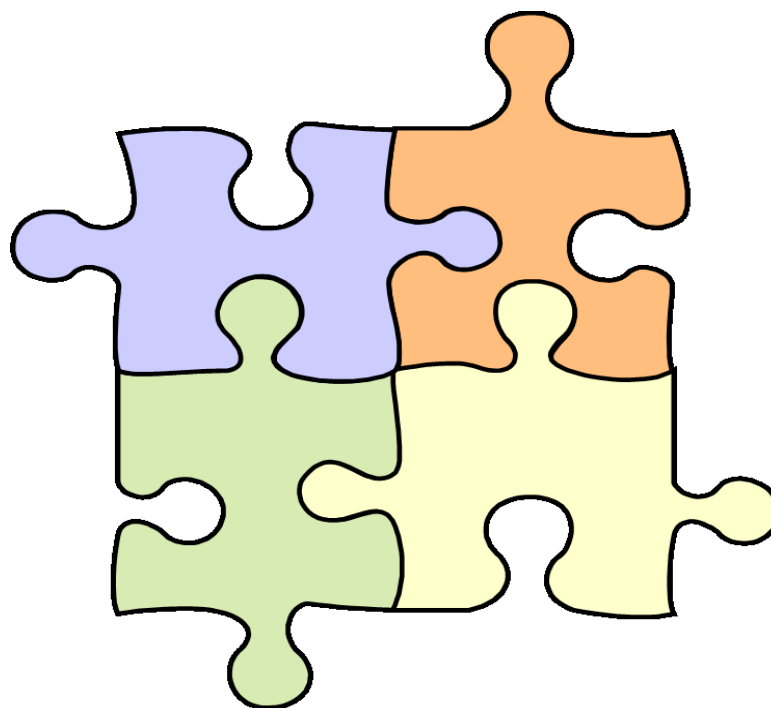
## Consumer Survey Notes:

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

## MONARCH, INC. (651)

### 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)**  
**276**

**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	
<b>Agency</b>	12	88	28	23	47	63	14	20	0	0	5
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	32	30	20	39	17	30	37	11	1	42	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	1	4	1	0	6	1	0	1	0	2	\$832,961.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	20	90	73
Units of Service	180	4,865	1,608
Avg Hours Per Client	9.0	54.1	22.0
Avg Daily Census	0	13	4
		121	1,608
		5,476	22.0
		45.3	4
		15	

**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	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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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	☺
<b>Residential</b>	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	☹
<b>Halfway</b>	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	☹
<b>Outpatient</b>	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	☹
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	20	0	0.0	☺	
	Incarceration	13.0	19	3	15.8	☹	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	245	1	0.4	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<u>Consumer Survey (FY02 Clients)</u>							
		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	☺	

## 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 Denominator** - 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:

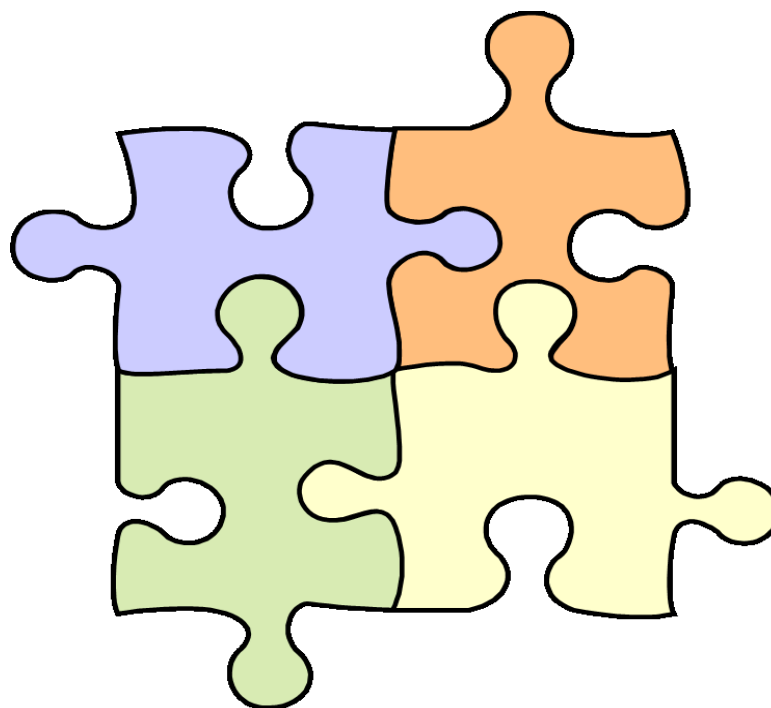
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**ALPHA II, INC. (654)**

## 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**  
**ALPHA II, INC. (654)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**109**

**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	
<b>Agency</b>	99	1	0	25	56	70	9	21	0	0	13
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	40	23	74	35	17	56	8	0	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
2	0	1	0	0	3	1	0	1	1	0	\$294,236.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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

	<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.

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☺
	Initiation of Treatment		98.9	49	49	100.0	☺
Engagement in Treatment		12.2	19	49	38.8	☺	
<b>Halfway</b>	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	☺
	Initiation of Treatment		99.0	3	3	100.0	☺
	Engagement in Treatment		96.6	3	3	100.0	☺
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	2	2	100.0	☺
	Engagement in Treatment		62.6	1	2	50.0	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	27	0	0.0	☺
	Incarceration		13.0	11	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	103	2	1.9	☹
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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;
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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.

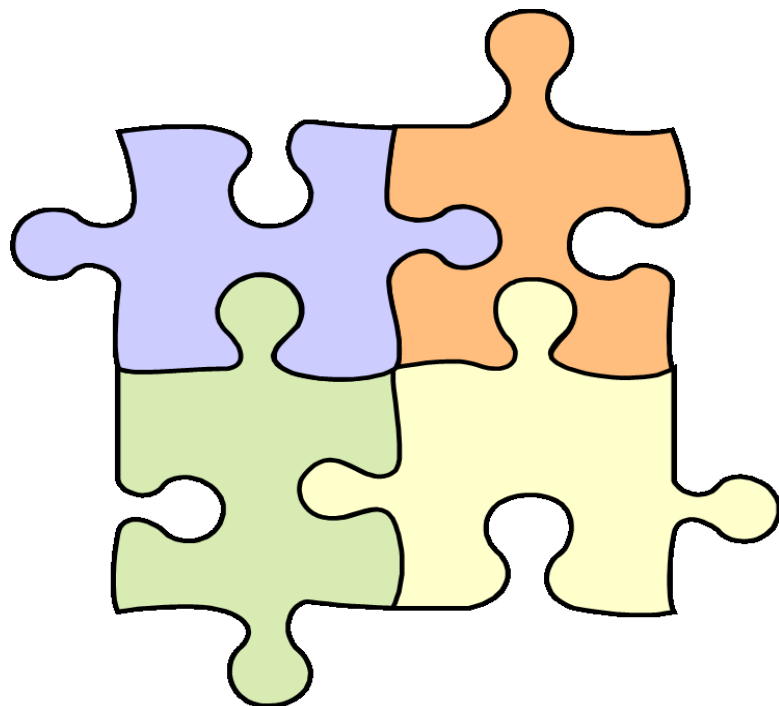
## Consumer Survey Notes:

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

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)**  
**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	
<b>Agency</b>	63	37	10	27	55	68	11	13	0	2	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	38	28	55	42	10	53	27	3	20	2	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	292	922
Units of Service	267	7,250	43,792
Avg Hours Per Client	6.5	24.8	47.5
Avg Daily Census	1	20	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
	<u>Count</u>	<u>Percent</u>										
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	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	☺
<b>Residential</b>	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	☺
<b>Halfway</b>	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	☹
<b>Outpatient</b>	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	☹
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>							
	DUI Convictions		6.8	76	2	2.6	☺
	Incarceration		13.0	137	9	6.6	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	1,036	7	0.7	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☺
<b>Consumer Survey (FY02 Clients)</b>			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	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	☺

## 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 Denominator** - 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:

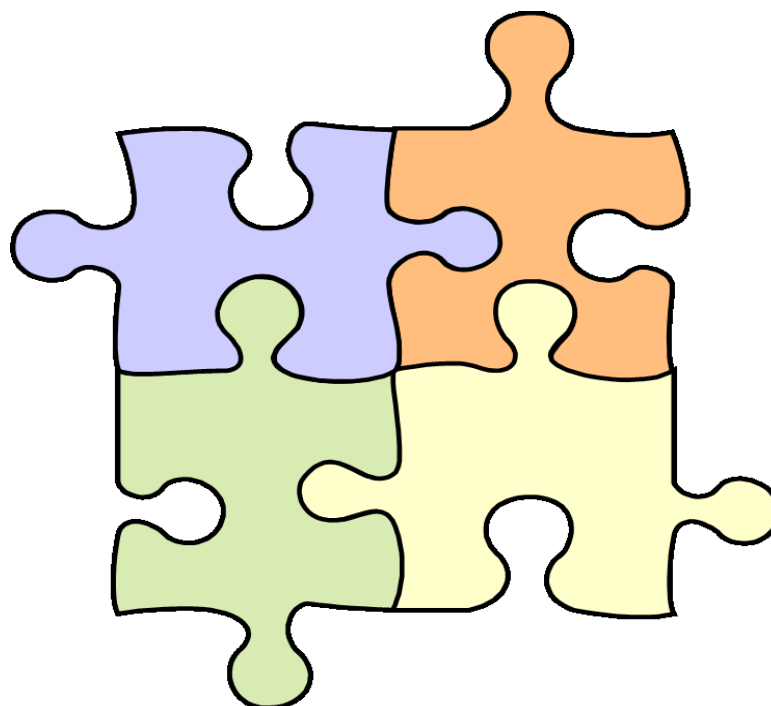
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# Oklahoma Department of Mental Health and Substance Abuse Services

**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)**

	<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	
<b>Agency</b>	64	36	10	16	58	59	19	18	0	4	33
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	<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			
<b>Agency</b>	29	18	76	24	30	22	10	2	3	66
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

<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	
1	0	1	0	0	2	2	0	0	0	0	\$718,681.00

**Clients Admitted and Served by Level of Care**

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

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

	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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	☺
<b>Residential</b>	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						
<b>Halfway</b>	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	☹
	Initiation of Treatment		99.0	70	70	100.0	☺
	Engagement in Treatment		96.6	70	70	100.0	☺
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions	6.8	21	3	14.3	☹	
	Incarceration	13.0	9	3	33.3	☹	
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
		1.0	241	2	0.8	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹	
<u>Consumer Survey (FY02 Clients)</u>		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	☹	

## 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 Denominator** - 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.

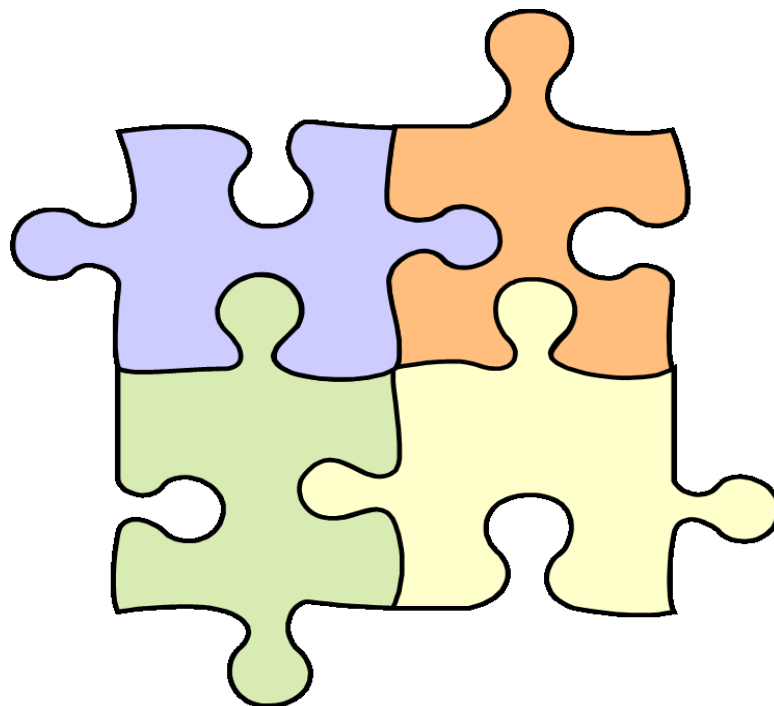
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	97	3	6	20	59	76	5	15	3	1	6
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	39	24	71	19	11	28	20	0	1	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	0	0	1	1	1	0	0	0	0	\$175,918.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	8	5.6										

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹	
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	26	4	15.4	☹	
	Incarceration	13.0	6	2	33.3	☹	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	109	0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<u>Consumer Survey (FY02 Clients)</u>							
		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	☺	

## 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 Denominator** - 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:

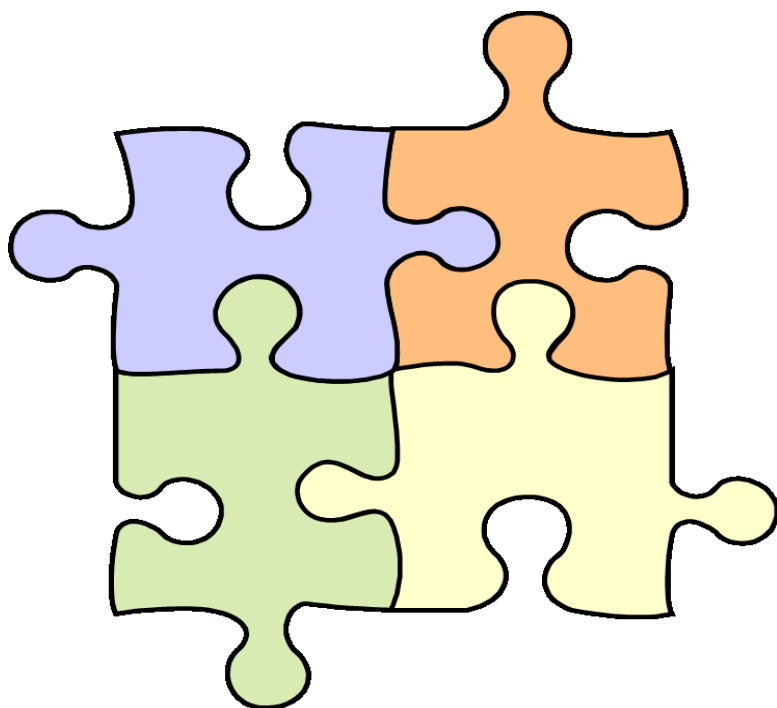
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# Oklahoma Department of Mental Health and Substance Abuse Services

**THE 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)**

	<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	
<b>Agency</b>	70	30	4	37	52	81	1	2	1	16	4
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	26	18	69	26	12	41	9	1	20	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	6	0	0	6	0	0	0	0	3	\$331,758.00

**Clients Admitted and Served by Level of Care**

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

**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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>		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	8	1	12.5	☺	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	120	1	0.8	☺	
<b>Difference Between Pre &amp; Post Treatment</b>							
		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%	☺	
<b>Consumer Survey (FY02 Clients)</b>							
		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	☺	

## 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 Denominator** - 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.

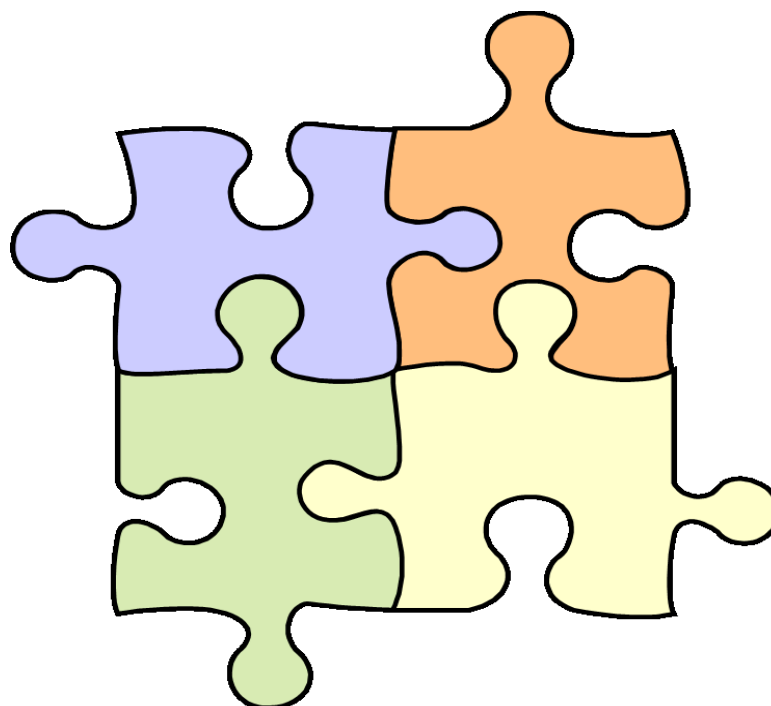
## Consumer Survey Notes:

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	
<b>Agency</b>	86	14	0	19	63	74	12	5	0	2	47
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	40	9	70	16	21	23	9	0	26	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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
		28	
		1,977	
		70.6	
		5	

**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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
<b>Halfway</b>	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	☹
	Initiation of Treatment		99.0	23	23	100.0	☺
	Engagement in Treatment		96.6	23	23	100.0	☺
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	12	13	92.3	☺
	Engagement in Treatment		62.6	11	13	84.6	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	2	1	50.0	☹
	Incarceration		13.0	2	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	18	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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:

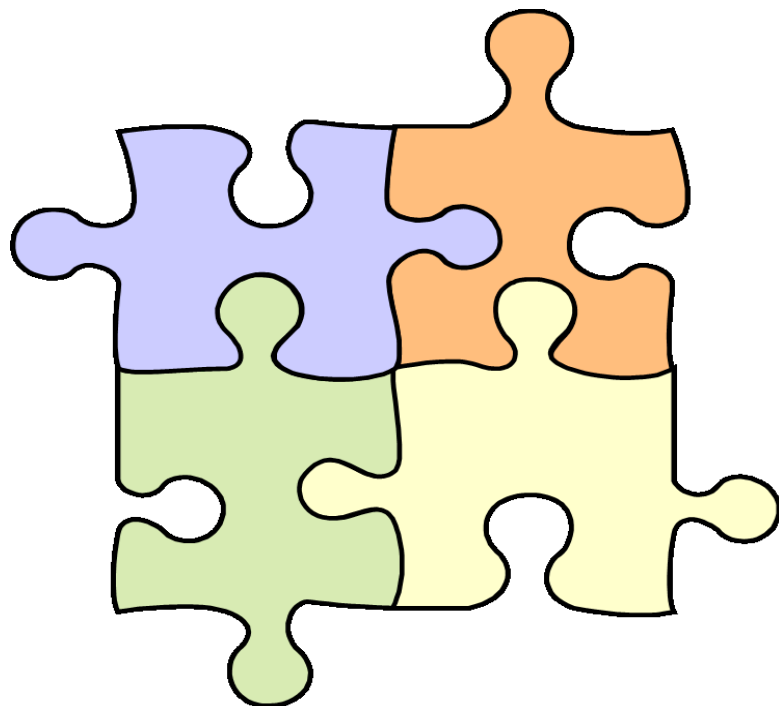
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	36	64	58	15	24	70	9	18	0	0	100
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	48	36	24	33	12	24	64	0	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	\$204,184.00

**Clients Admitted and Served by Level of Care**

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

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	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	☺
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions	6.8	1	0	0.0	☺	
	Incarceration						
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 6	# Deaths in Year After Treatment 0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<u>Consumer Survey (FY02 Clients)</u>		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:
  - the service 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 Denominator** - 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.

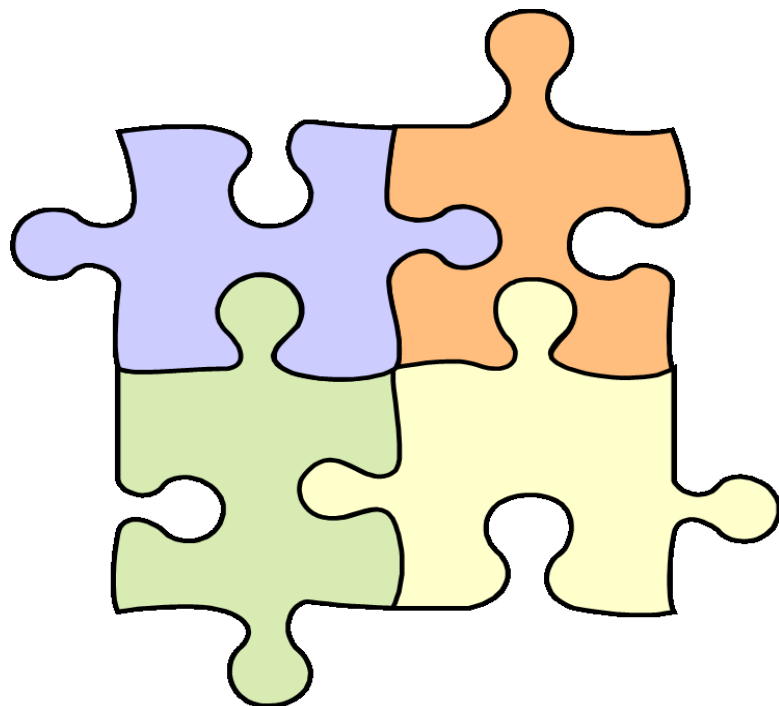
## Consumer Survey Notes:

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

## 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	
<b>Agency</b>	93	7	0	26	70	59	19	7	1	13	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	16	5	69	16	2	47	31	0	1	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services

All Clients

Provider Performance Management Report Prepared October 2003

DOMESTIC VIOLENCE INTERVENTION SERVICES, INC. (675)

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	2	5	40.0	☺
	Employment	20					
	Initiation of Treatment		77.6	76	130	58.5	☹
	Engagement in Treatment		62.6	60	130	46.2	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	5	0	0.0	☺
	Incarceration		13.0	1	0	0.0	☺
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 119	# Deaths in Year After Treatment 1	0.8	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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:

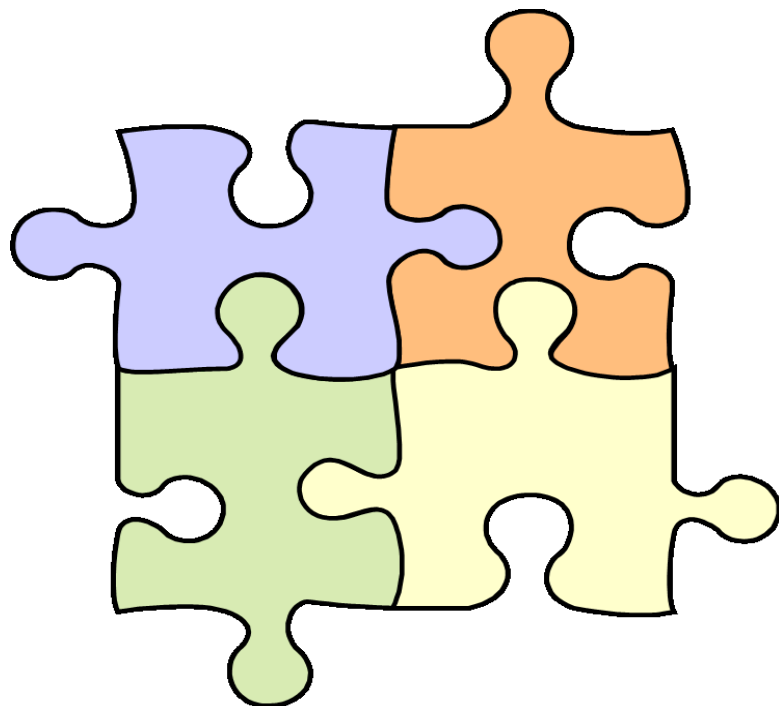
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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)**

	<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	
<b>Agency</b>	56	44	1	37	55	58	3	30	0	3	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	29	22	53	34	4	40	35	4	13	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	1	6	2	0	10	1	0	2	0	4	\$99,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	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**

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

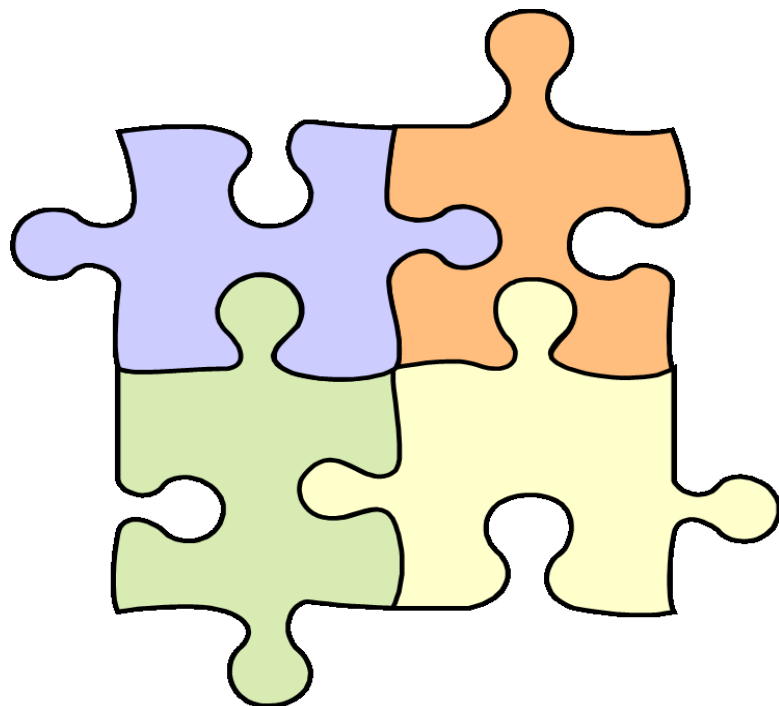
## Consumer Survey Notes:

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

**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)**

	<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		
<b>Agency</b>	6	94	0	15	82	82	0	18	0	0	6	
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6	
	<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					
<b>Agency</b>	58	55	18	76	18	39	27	0	9	0		
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24		
<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		
1	0	2	0	0	3	0	0	0	0	0	\$163,333.00	

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	1	1	100.0	☹
	Incarceration						
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 27	# Deaths in Year After Treatment 0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☺
<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						

## 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 Denominator** - 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:

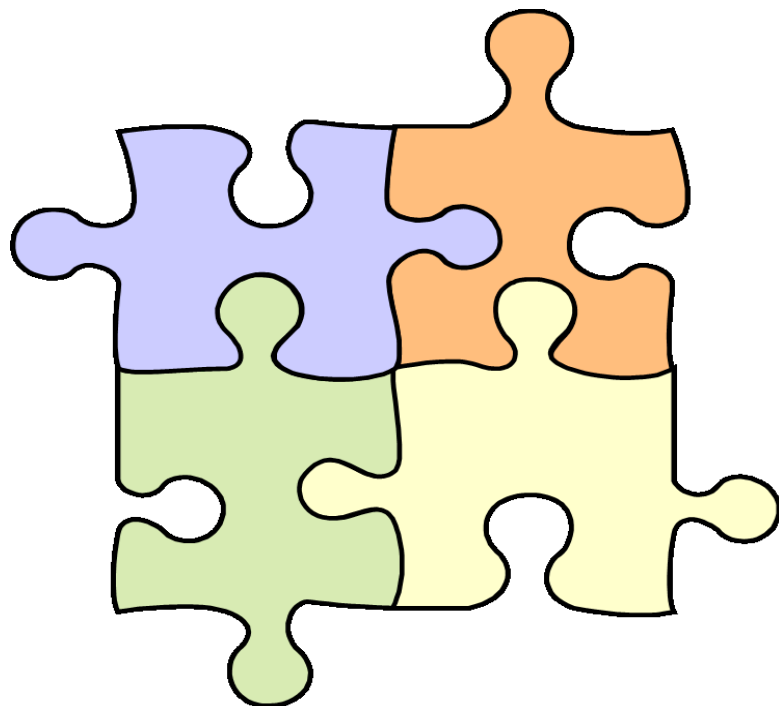
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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
State Avg	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	12	12	100	6	18	59	6	0	0	0
State Avg	29	20	62	26	17	46	26	2	10	24

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	18	18	100.0	☺
	Engagement in Treatment		62.6	13	18	72.2	☺
<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	
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	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						

## 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 Denominator** - 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.

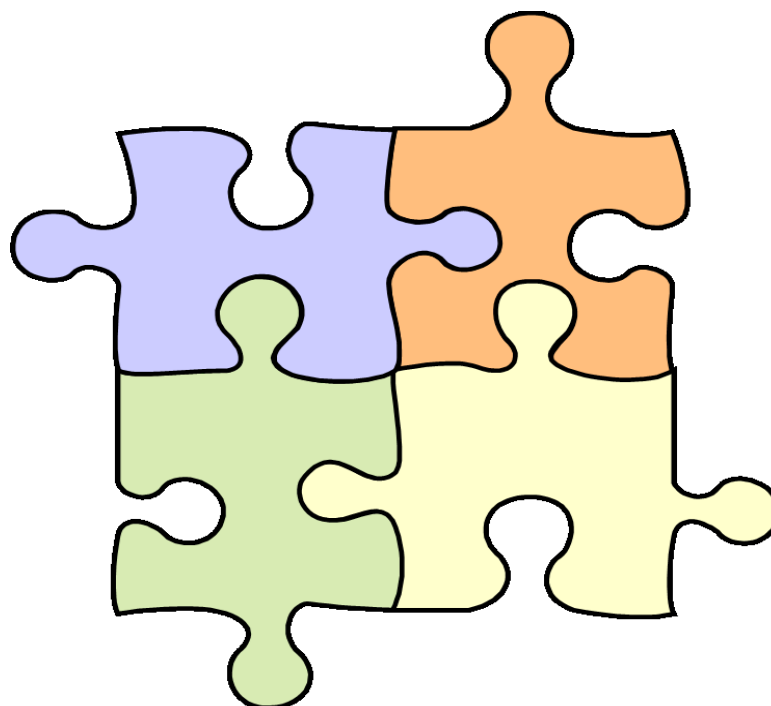
## Consumer Survey Notes:

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

## 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

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
State Avg	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
Agency	9	5	61	18	6	49	10	12	1	0	
State Avg	29	20	62	26	17	46	26	2	10	24	
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.

Descriptive Statistics Notes:

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

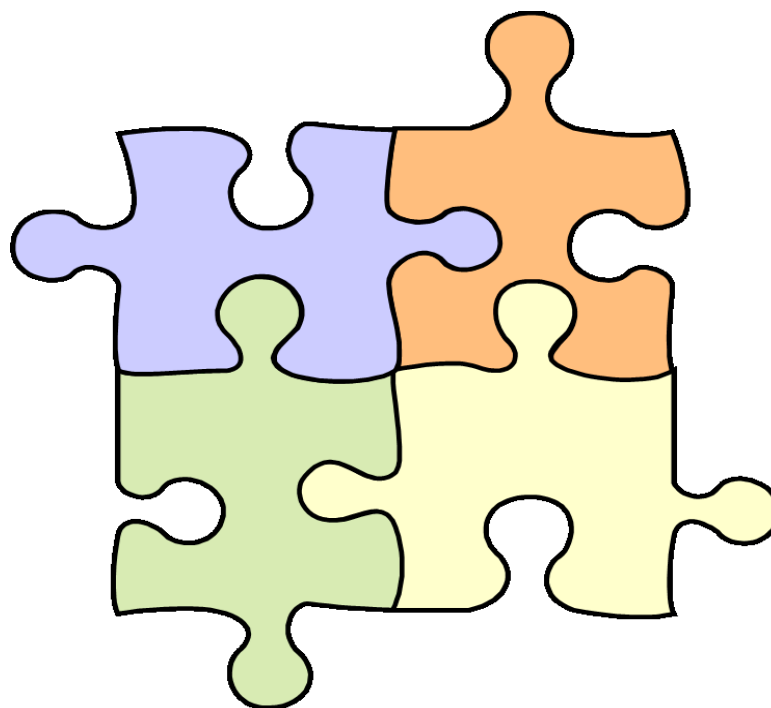
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## EAGLE RIDGE INSTITUTE (820)

### 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)**  
**196**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	41	59	23	17	55	60	14	11	1	1	7
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	39	34	57	28	19	47	51	6	0	22	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	72	124
Units of Service	0	9,456	6,175
Avg Hours Per Client	0.0	131.3	49.8
Avg Daily Census	0	26	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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					
	Initiation of Treatment		98.9	16	16	100.0	☺
Engagement in Treatment		12.2	3	16	18.8	☺	
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	75	83	90.4	☺
	Engagement in Treatment		62.6	73	83	88.0	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	2	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 25	# Deaths in Year After Treatment 0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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.

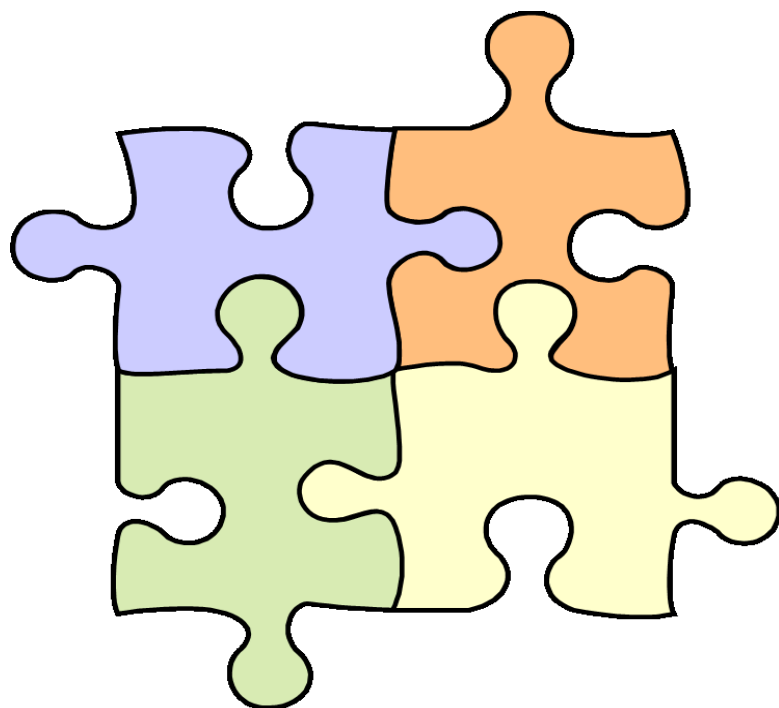
## Consumer Survey Notes:

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

**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	
<b>Agency</b>	81	19	86	14	0	0	0	2	0	98	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	45	0	29	81	2	0	2	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification				
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other
0	0	0	1	0	1	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	4	4	100.0	☺
	Engagement in Treatment		62.6	3	4	75.0	☺
<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	
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	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						

## 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 Denominator** - 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:

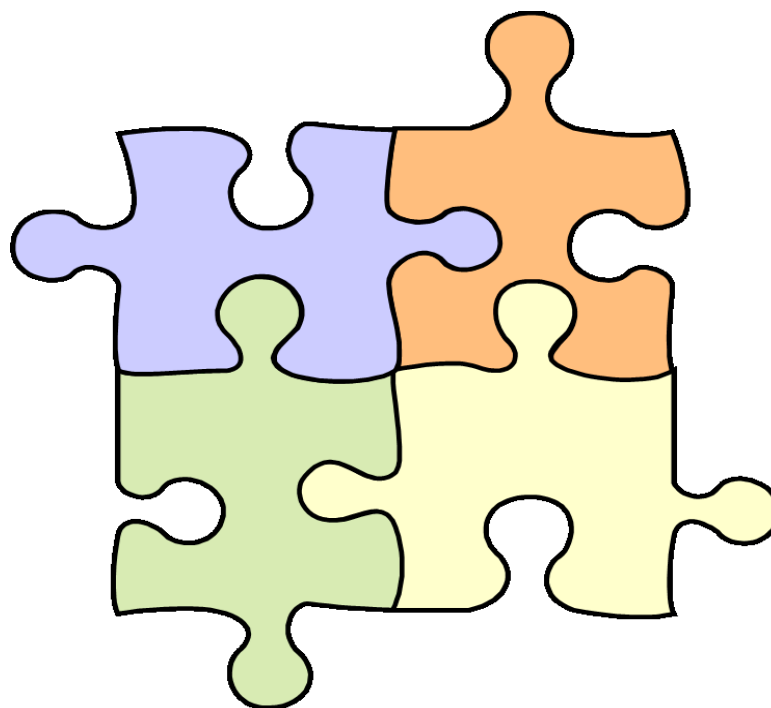
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	84	16	0	21	56	44	44	9	0	2	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	21	16	23	16	12	47	7	2	74	5	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	13	15	86.7	☺
	Engagement in Treatment		62.6	9	15	60.0	☹
<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	
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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:

- 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 Denominator** - 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.

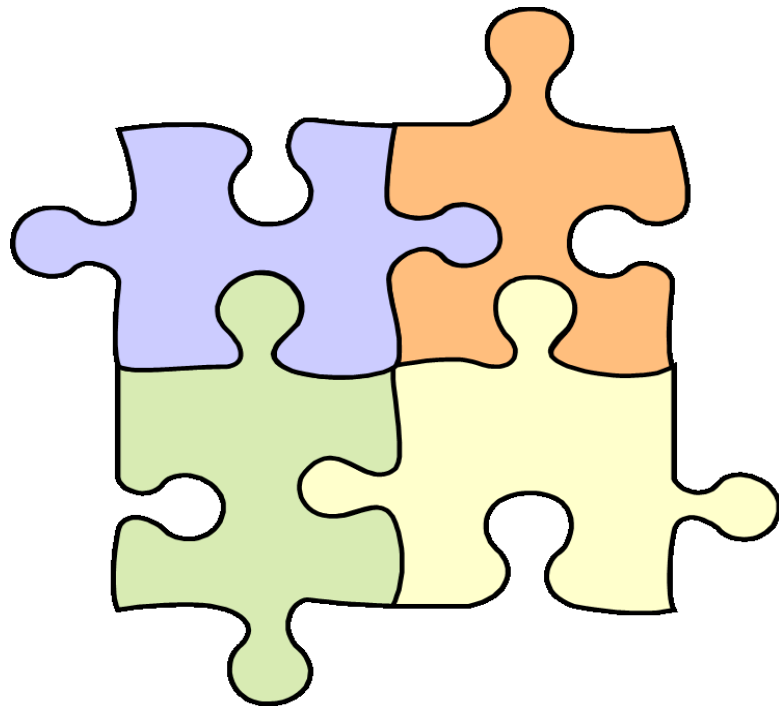
## Consumer Survey Notes:

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)**

	<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	
<b>Agency</b>	57	43	2	25	60	63	27	6	0	4	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	21	15	67	20	26	59	12	3	7	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
3	0	9	1	0	13	4	0	1	0	1	\$464,755.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	228	345	66.1	☹
	Engagement in Treatment		62.6	197	345	57.1	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	44	3	6.8	☹
	Incarceration		13.0	24	3	12.5	☺
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 274	# Deaths in Year After Treatment 0	0.0	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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:

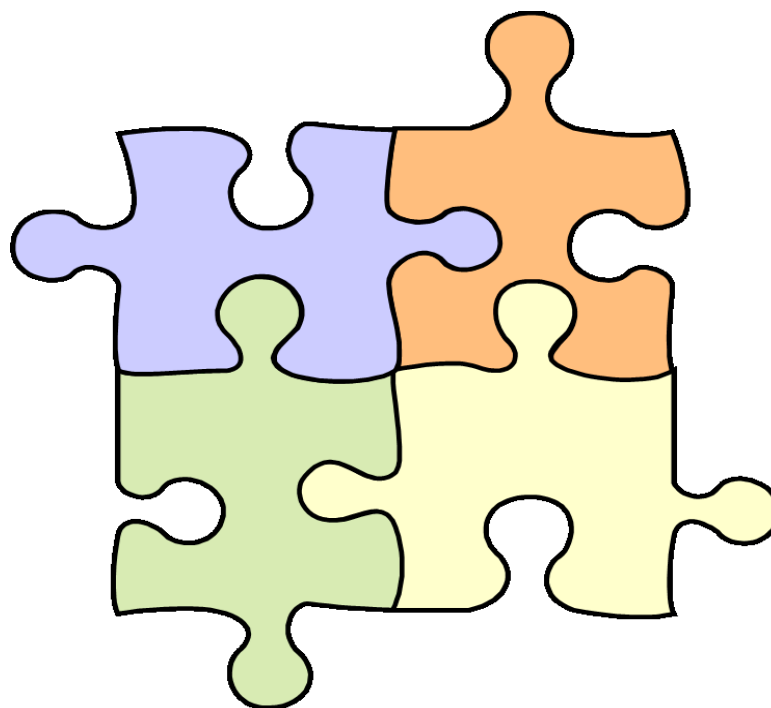
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**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)**

	<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	
<b>Agency</b>	49	51	46	17	26	65	2	21	0	0	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	8	3	56	1	3	35	47	3	0	1	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	3	3	1	7	2	0	0	0	1	\$107,221.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	28	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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	40	44	90.9	☺
	Engagement in Treatment		62.6	29	44	65.9	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration		13.0	1	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	53	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<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						

## 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 Denominator** - 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.

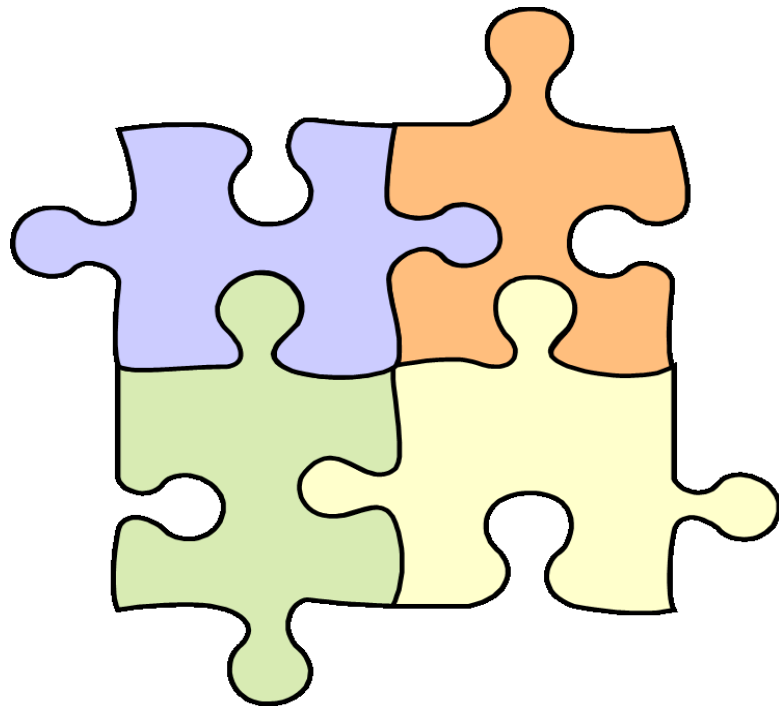
## Consumer Survey Notes:

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

## 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	
<b>Agency</b>	75	25	50	50	0	50	50	0	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	0	0	13	0	0	100	0	0	0	13	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		77.6	10	11	90.9	☺
	Engagement in Treatment		62.6	7	11	63.6	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

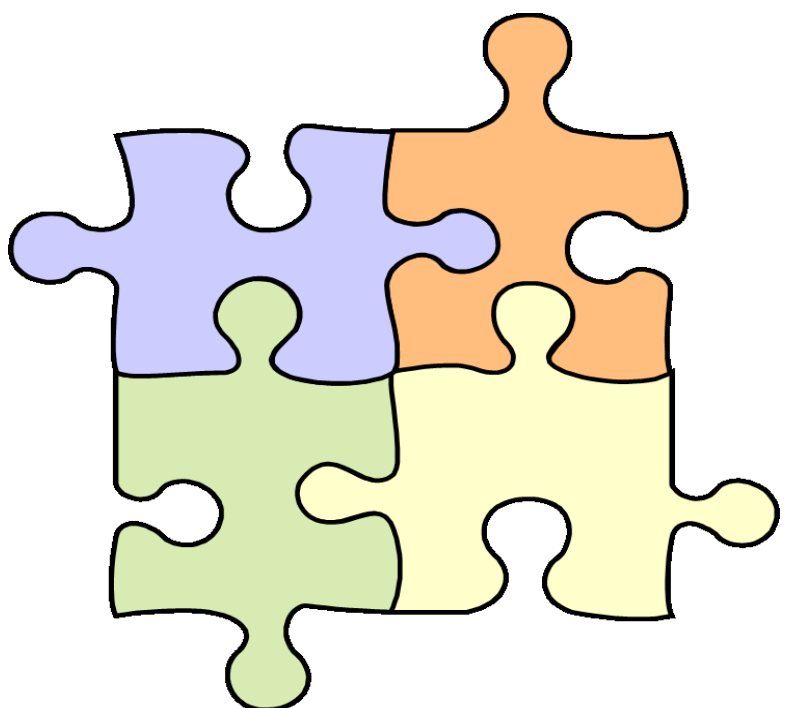
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**1,463**

**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	
<b>Agency</b>	69	31	4	21	59	53	33	11	0	2	13
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	27	15	58	24	30	46	16	1	20	61	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
2	4	11	0	0	17	1	1	1	1	1	\$1,084,597.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	870	0	745
Units of Service	5,897	0	34,527
Avg Hours Per Client	6.8	0.0	46.3
Avg Daily Census	16	0	95

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	329	64.6	64.5			65.7			35.5	86	34.5	37.6
61 Completed Court Commitment	1	0.2	0.1			2.3			2.7	27	10.8	4.5
62 Left ACA/ 90 Days	122	24.0	10.1			7.3			12.1	68	27.3	23.8
63 Moved			0.2			0.5			9.1	1	0.4	3.2
64 Transferred	1	0.2	3.7			2.7			7.6	12	4.8	5.6
65 Incarcerated	1	0.2	0.2			0.1			1.1	34	13.7	3.1
66 Broke Rules	3	0.6	2.1			8.8			19.7	1	0.4	4.9
67 AWOL	52	10.2	18.6			11.3			11.0	17	6.8	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	3	1.2	7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	604	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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 METRO TULSA SUBSTANCE ABUSE SERVICE (904)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =13

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80	74.1	183	197	92.9	☺
	Planned Discharges	80	75.5	499	649	76.9	☹
	14-Day Follow-up	25	36.8	27	336	8.0	☹
	Initiation of Treatment		15.6	137	799	17.1	☺
	Engagement in Treatment		12.7	79	799	9.9	☹
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	69	235	29.4	☹
	Planned Discharges	35	45.9	124	228	54.4	☺
	Employment	20	16.8	13	82	15.9	☹
	Initiation of Treatment		77.6	310	419	74.0	☹
	Engagement in Treatment		62.6	250	419	59.7	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	77	6	7.8	☹
	Incarceration		13.0	65	12	18.5	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	1,054	10	0.9	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	7.31%	5.41%	-1.90%	☹
	Incarceration		-1.38%	6.17%	9.20%	3.04%	☹
	Median Wages		\$376.90	\$1,805.30	\$1,964.70	\$159.30	☹
	Clients With Wages		-2.49%	55.69%	50.38%	-5.31%	☹
<u>Consumer Survey (FY02 Clients)</u>			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				

## 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 Denominator** - 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.

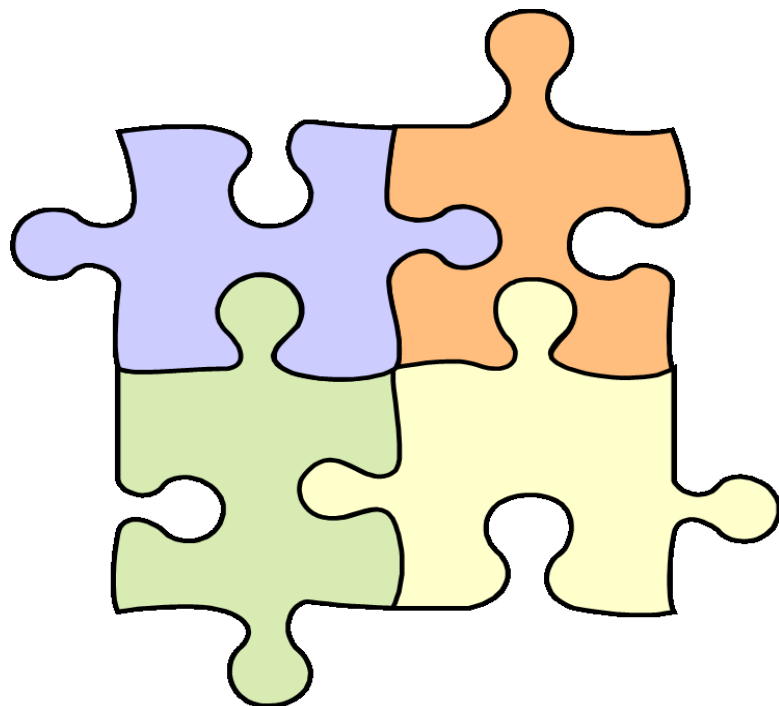
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	48	52	4	27	61	51	27	22	0	0	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	48	35	31	47	22	54	20	9	16	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	4	2	0	6	1	0	2	0	0	\$136,670.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Number of Positive Number of Results Needing  
 Summary Results =5 Improvement =5

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	1	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 11	# Deaths in Year After Treatment 1	9.1	☹
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<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						

## 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 Denominator** - 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:

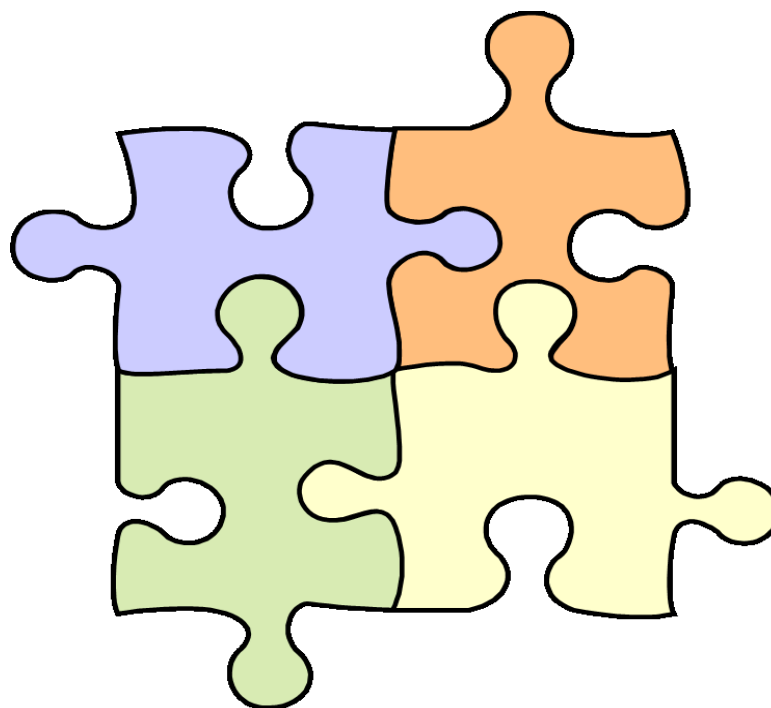
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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)**  
**464**

**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	
<b>Agency</b>	52	48	11	30	50	85	4	7	0	2	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	22	13	56	23	16	59	30	3	9	7	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
7	0	14	15	0	36	22	0	0	2	14	\$760,008.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	464
Units of Service	0	0	18,418
Avg Hours Per Client	0.0	0.0	39.7
Avg Daily Census	0	0	50

**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	107	29.3	37.6
61 Completed Court Commitment			0.1			2.3			2.7	15	4.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	143	39.2	23.8
63 Moved			0.2			0.5			9.1	8	2.2	3.2
64 Transferred			3.7			2.7			7.6	21	5.8	5.6
65 Incarcerated			0.2			0.1			1.1	7	1.9	3.1
66 Broke Rules			2.1			8.8			19.7	33	9.0	4.9
67 AWOL			18.6			11.3			11.0	1	0.3	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	7.9	7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	97	32.1

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 NORMAN ALCOHOL INFORMATION CTR (906)

All Clients

Indicator Summary Number of Positive Results =4 Number of Results Needing Improvement =13

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	73	188	38.8	☺
	Planned Discharges	35	45.9	49	184	26.6	☹
	Employment	20	16.8	13	79	16.5	☹
	Initiation of Treatment		77.6	183	242	75.6	☹
	Engagement in Treatment		62.6	155	242	64.0	☺
<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	
<b>Recidivism</b>	DUI Convictions	6.8	25	3	12.0	☹	
	Incarceration	13.0	9	3	33.3	☹	
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 234	# Deaths in Year After Treatment 3	1.3	☹	
	<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions	-7.16%	10.68%	8.55%	-2.14%	☹	
	Incarceration	-1.38%	3.85%	2.99%	-0.85%	☹	
	Median Wages	\$376.90	\$2,403.00	\$2,653.10	\$250.10	☹	
	Clients With Wages	-2.49%	68.80%	63.25%	-5.56%	☹	
<u>Consumer Survey (FY02 Clients)</u>		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	10	12	83.3	☹	
	Service Quality	93.0	4	5	80.0	☹	
	Favorable Time to First Service	92.4	12	12	100.0	☺	
	Convenient Time	92.3	10	12	83.3	☹	

## 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 Denominator** - 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.

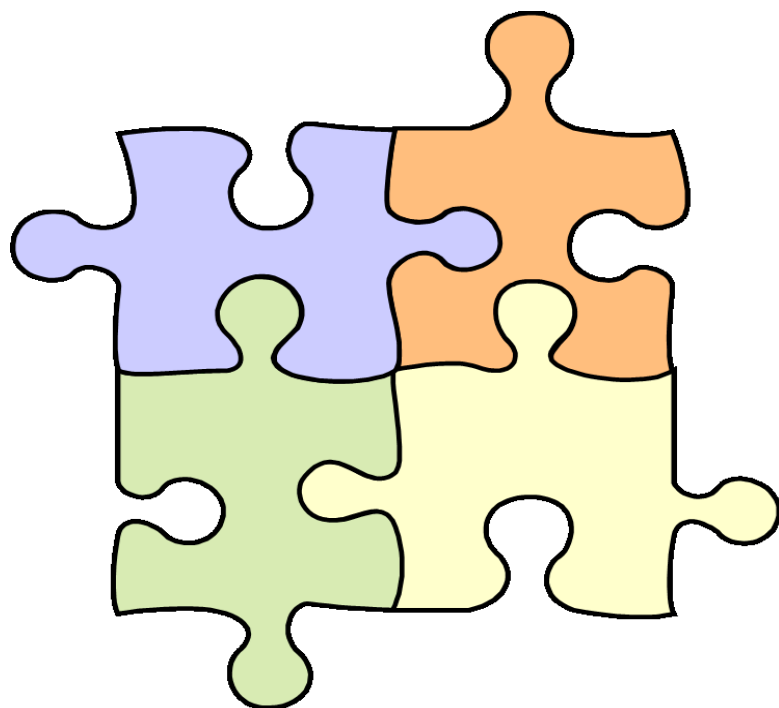
## Consumer Survey Notes:

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

**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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**N.E. OK COUNCIL ON ALCOHOLISM (907)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**348**

**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	
<b>Agency</b>	71	29	9	28	55	73	3	23	0	1	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	34	21	49	35	5	43	10	1	1	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	0	4	1	0	6	4	0	0	0	2	\$421,248.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	80	277
Units of Service	0	1,908	5,481
Avg Hours Per Client	0.0	23.9	19.8
Avg Daily Census	0	5	15

**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	77.4	65.7			35.5	120	42.1	37.6
61 Completed Court Commitment			0.1			2.3			2.7			4.5
62 Left ACA/ 90 Days			10.1	2	2.4	7.3			12.1	85	29.8	23.8
63 Moved			0.2			0.5			9.1	1	0.4	3.2
64 Transferred			3.7			2.7			7.6	18	6.3	5.6
65 Incarcerated			0.2	2	2.4	0.1			1.1	8	2.8	3.1
66 Broke Rules			2.1	10	11.9	8.8			19.7	40	14.0	4.9
67 AWOL			18.6	4	4.8	11.3			11.0			4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	1	1.2	1.3			1.0	13	4.6	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	Readmissions within 30 days	2	1.7	1	78	1.3	☺
	Readmissions within 90 days	6	3.5	3	78	3.8	☺
	Level of Functioning Improvement	80	74.4	57	73	78.1	☹
	Planned Discharges	85	74.0	59	72	81.9	☹
	14-Day Followup	35					
	Initiation of Treatment		98.9	64	64	100.0	☺
	Engagement in Treatment		12.2	1	64	1.6	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	112	184	60.9	☺
	Planned Discharges	35	45.9	83	188	44.1	☺
	Employment	20	16.8	14	68	20.6	☺
	Initiation of Treatment		77.6	135	165	81.8	☺
	Engagement in Treatment		62.6	102	165	61.8	☹
<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
<b>Recidivism</b>							
	DUI Convictions		6.8	32	1	3.1	☺
	Incarceration		13.0	22	1	4.5	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	329	2	0.6	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	9.73%	4.26%	-5.47%	☹
	Incarceration		-1.38%	6.69%	6.38%	-0.30%	☹
	Median Wages		\$376.90	\$1,687.10	\$2,357.50	\$670.50	☺
	Clients With Wages		-2.49%	55.62%	48.02%	-7.60%	☹
<u>Consumer Survey (FY02 Clients)</u>			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction		91.9	45	50	90.0	☹
	Favorable Outcomes		94.8	60	60	100.0	☺
	Service Quality		93.0	44	47	93.6	☺
	Favorable Time to First Service		92.4	57	61	93.4	☺
	Convenient Time		92.3	52	60	86.7	☹

## 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;
  - 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 Denominator** - 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:

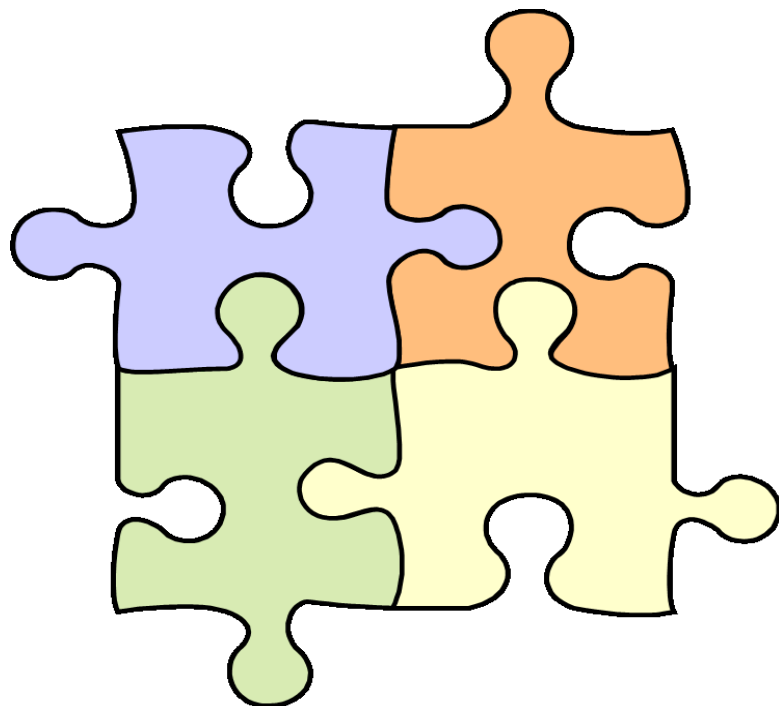
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# Oklahoma Department of Mental Health and Substance Abuse Services

**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

**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)**  
**185**

**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	
<b>Agency</b>	76	24	1	57	36	90	2	5	0	3	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	5	3	81	2	2	29	3	1	2	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	4	2	2	0	8	3	0	3	0	1	\$113,688.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	185
Units of Service	0	0	2,138
Avg Hours Per Client	0.0	0.0	11.6
Avg Daily Census	0	0	6

**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	49	41.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7	39	33.1	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	22	18.6	23.8
63 Moved			0.2			0.5			9.1	1	0.8	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	3.4	4.9
67 AWOL			18.6			11.3			11.0	2	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	1	0.8	7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	60	43.2

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 PAYNE CO COUNSELING SVC,INC. (908)

All Clients

Indicator Summary Number of Positive Results =8 Number of Results Needing Improvement =9

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	63	82	76.8	☺
	Planned Discharges	35	45.9	37	85	43.5	☺
	Employment	20	16.8	3	23	13.0	☹
	Initiation of Treatment		77.6	73	106	68.9	☹
	Engagement in Treatment		62.6	57	106	53.8	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	64	3	4.7	☺
	Incarceration		13.0	1	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	155	1	0.6	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	41.29%	4.52%	-36.77%	☺
	Incarceration		-1.38%	0.65%	0.65%	0.00%	☹
	Median Wages		\$376.90	\$2,340.40	\$2,710.80	\$370.40	☹
	Clients With Wages		-2.49%	60.00%	58.06%	-1.94%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	16	19	84.2	☹
	Service Quality		93.0	12	13	92.3	☹
	Favorable Time to First Service		92.4	19	20	95.0	☺
	Convenient Time		92.3	18	20	90.0	☹

## 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 Denominator** - 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.

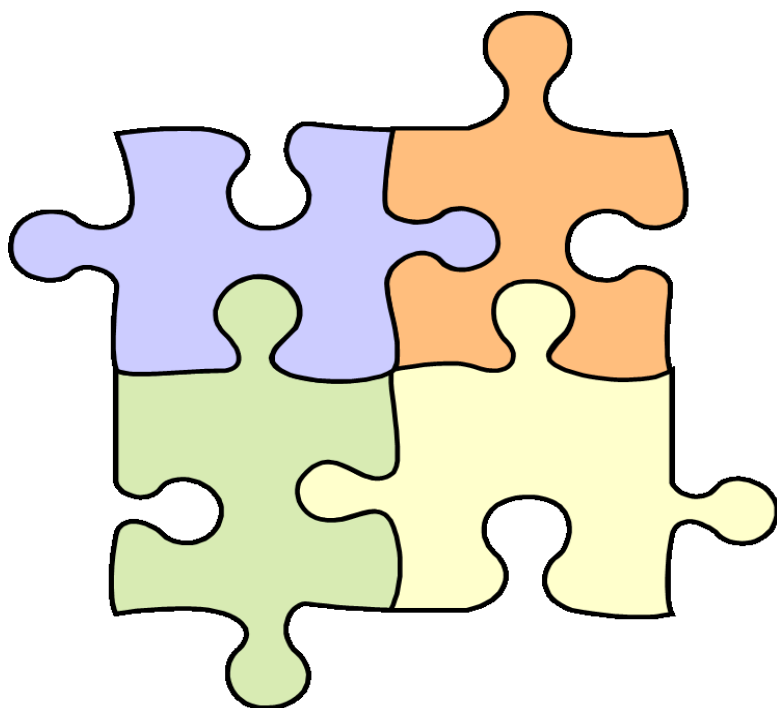
## Consumer Survey Notes:

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

## 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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**S.W. YOUTH & FAMILY SERVICES (909)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**264**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	41	59	58	17	20	69	4	17	1	3	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	6	3	43	7	2	42	42	3	1	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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	4	0	7		1	0	1	0	0	\$112,181.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	0	264
Units of Service	0	0	3,265
Avg Hours Per Client	0.0	0.0	12.4
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	67	37.2	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	50	27.8	23.8
63 Moved			0.2			0.5			9.1	27	15.0	3.2
64 Transferred			3.7			2.7			7.6	11	6.1	5.6
65 Incarcerated			0.2			0.1			1.1	3	1.7	3.1
66 Broke Rules			2.1			8.8			19.7	2	1.1	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	17	9.4	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	115	54.0

**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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 S.W. YOUTH & FAMILY SERVICES (909)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	53	73	72.6	☺
	Planned Discharges	35	45.9	33	72	45.8	☺
	Employment	20	16.8	2	11	18.2	☹
	Initiation of Treatment		77.6	18	29	62.1	☹
	Engagement in Treatment		62.6	9	29	31.0	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	1	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 45	# Deaths in Year After Treatment 1	2.2	☹
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	2.22%	0.00%	-2.22%	☹
	Incarceration						
	Median Wages		\$376.90	\$2,958.40	\$3,633.30	\$674.90	☺
	Clients With Wages		-2.49%	68.89%	71.11%	2.22%	☺
<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						

## 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;
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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:

- Clients identified as dependents or codependents
- Clients discharged due to "Death," "Incarceration" or "Failed to Begin Treatment"
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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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**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 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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  - **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.

## Consumer Survey Notes:

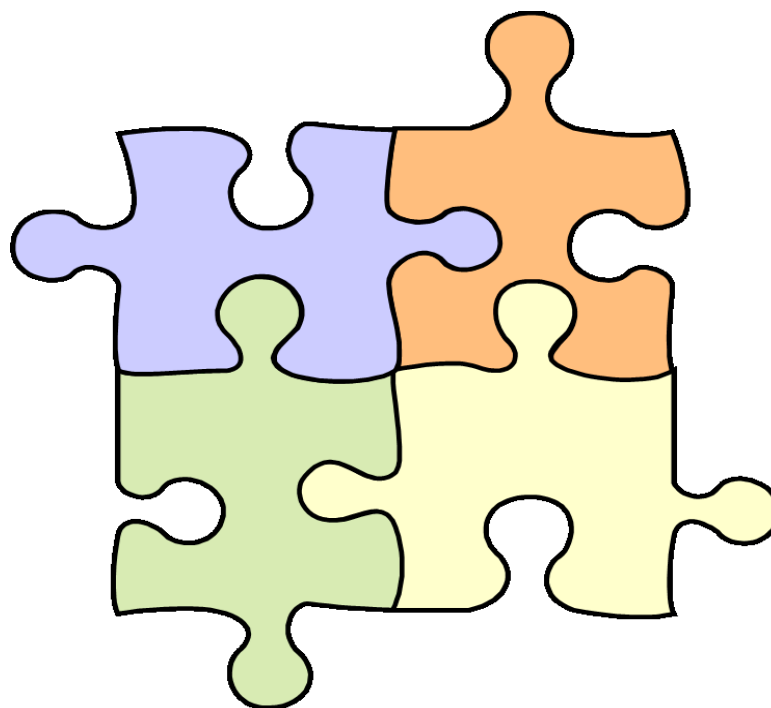
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**DRUG RECOVERY, INC. (910)**

**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	
<b>Agency</b>	58	42	32	16	44	68	20	7	0	4	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	28	27	73	30	31	68	19	1	0	2	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	2	10	3	0	18	1	0	0	0	1	\$2,669,476.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	288	8
Units of Service	0	20,987	186
Avg Hours Per Client	0.0	72.9	23.3
Avg Daily Census	0	57	1
			16

**Discharges**

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5	80	26.1	65.7	7	87.5	35.5	78	47.3	37.6
61 Completed Court Commitment			0.1	15	4.9	2.3			2.7	2	1.2	4.5
62 Left ACA/ 90 Days			10.1	61	19.9	7.3			12.1	2	1.2	23.8
63 Moved			0.2			0.5			9.1			3.2
64 Transferred			3.7	5	1.6	2.7			7.6	2	1.2	5.6
65 Incarcerated			0.2	1	0.3	0.1	1	12.5	1.1	3	1.8	3.1
66 Broke Rules			2.1	110	35.8	8.8			19.7	63	38.2	4.9
67 AWOL			18.6	24	7.8	11.3			11.0	2	1.2	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3	11	3.6	1.3			1.0	13	7.9	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 DRUG RECOVERY, INC. (910)

All Clients

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =14

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	Readmissions within 30 days	2	1.7	10	278	3.6	☹
	Readmissions within 90 days	6	3.5	37	278	13.3	☹
	Level of Functioning Improvement	80	74.4	193	227	85.0	☺
	Planned Discharges	85	74.0	67	226	29.6	☹
	14-Day Followup	35	27.4	9	69	13.0	☹
	Initiation of Treatment		98.9	71	71	100.0	☺
	Engagement in Treatment		12.2	8	71	11.3	☹
<b>Halfway</b>	Level of Functioning Improvement	80	69.3	5	5	100.0	☺
	Planned Discharges	90	34.6	7	7	100.0	☺
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	118	122	96.7	☺
	Planned Discharges	35	45.9	66	123	53.7	☺
	Employment	20	16.8	34	63	54.0	☺
	Initiation of Treatment		77.6	82	86	95.3	☺
	Engagement in Treatment		62.6	78	86	90.7	☺
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.8	46	5	10.9	☹	
	Incarceration	13.0	26	9	34.6	☹	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	1.0	287	3	1.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	16.03%	4.88%	-11.15%	☺	
	Incarceration	-1.38%	9.06%	14.98%	5.92%	☹	
	Median Wages	\$376.90	\$1,564.20	\$2,232.00	\$667.70	☺	
	Clients With Wages	-2.49%	61.32%	56.10%	-5.23%	☹	
<b>Consumer Survey (FY02 Clients)</b>							
	Satisfaction	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg	
	Favorable Outcomes	91.9	339	415	81.7	☹	
	Service Quality	94.8	493	526	93.7	☹	
	Favorable Time to First Service	93.0	306	360	85.0	☹	
	Convenient Time	92.4	447	525	85.1	☹	
		92.3	437	524	83.4	☹	

## 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 Denominator** - 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.

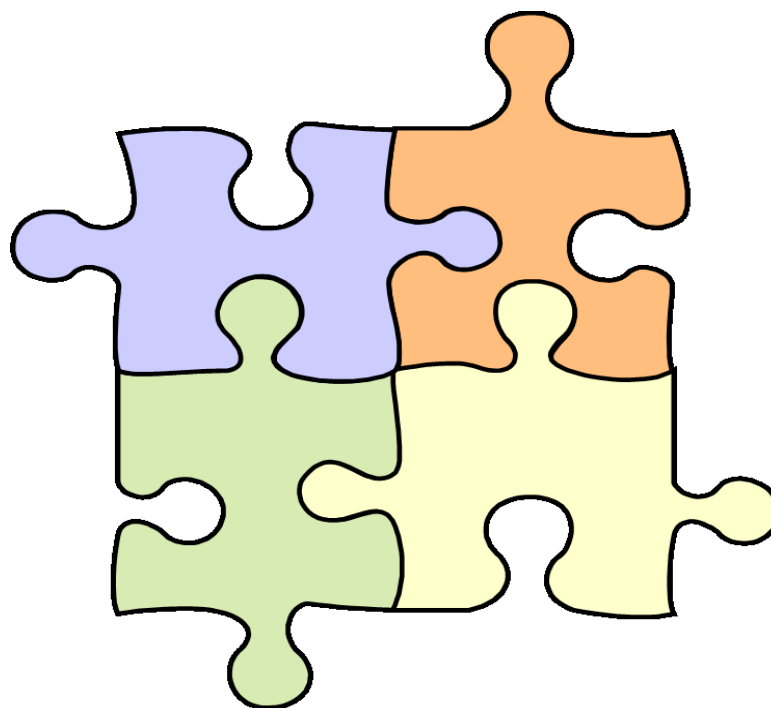
## Consumer Survey Notes:

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

## 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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**TR1-CITY YOUTH & FAMILY CENTER (911)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**478**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	63	37	17	22	51	73	12	4	0	9	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	31	18	73	21	19	58	28	1	3	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	11	0	18	2	0	0	0	8	\$104,147.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	0	478
Units of Service	0	0	4,311
Avg Hours Per Client	0.0	0.0	9.0
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	84	34.3	37.6
61 Completed Court Commitment			0.1			2.3			2.7	11	4.5	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	26	10.6	23.8
63 Moved			0.2			0.5			9.1	26	10.6	3.2
64 Transferred			3.7			2.7			7.6	16	6.5	5.6
65 Incarcerated			0.2			0.1			1.1	5	2.0	3.1
66 Broke Rules			2.1			8.8			19.7	31	12.7	4.9
67 AWOL			18.6			11.3			11.0	24	9.8	4.9
68 Death			0.0			0.0			0.3	1	0.4	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	21	8.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	204	49.6

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 TR1-CITY YOUTH & FAMILY CENTER (911)

All Clients

Indicator Number of Positive Number of Results Needing  
 Summary Results =7 Improvement =5

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	87	178	48.9	☺
	Planned Discharges	35	45.9	79	207	38.2	☺
	Employment	20	16.8	7	72	9.7	☹
	Initiation of Treatment		77.6	207	271	76.4	☹
	Engagement in Treatment		62.6	146	271	53.9	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	1	0	0.0	☺
	Incarceration		13.0	1	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	14	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	7.14%	0.00%	-7.14%	☺
	Median Wages		\$376.90	\$3,534.50	\$3,276.70	-\$257.80	☹
	Clients With Wages		-2.49%	50.00%	50.00%	0.00%	☺
<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:

- 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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**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 Denominator** - 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.
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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:

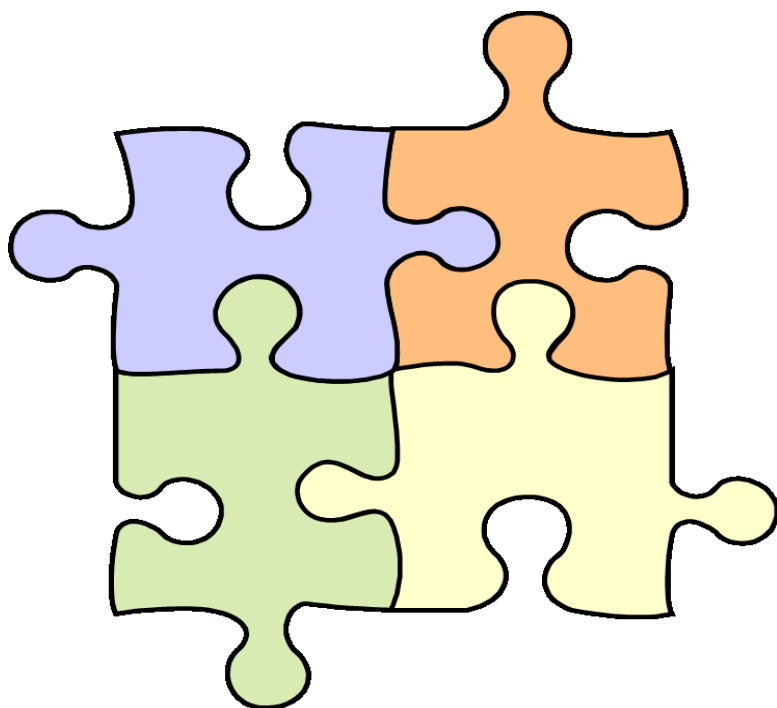
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**STARTING POINT II, INC. (913)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**422**

**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	
<b>Agency</b>	76	24	0	46	45	70	5	11	1	1	11
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	26	15	83	28	15	38	7	1	0	33	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
11	1	1	2	0	15	2	0	0	0	0	\$169,967.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	353	0	76
Units of Service	1,473	0	603
Avg Hours Per Client	4.2	0.0	7.9
Avg Daily Census	4	0	2

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	320	88.6	64.5			65.7			35.5	49	62.8	37.6
61 Completed Court Commitment			0.1			2.3			2.7	4	5.1	4.5
62 Left ACA/ 90 Days	25	6.9	10.1			7.3			12.1	13	16.7	23.8
63 Moved			0.2			0.5			9.1	3	3.8	3.2
64 Transferred	3	0.8	3.7			2.7			7.6			5.6
65 Incarcerated	2	0.6	0.2			0.1			1.1			3.1
66 Broke Rules	8	2.2	2.1			8.8			19.7	6	7.7	4.9
67 AWOL	3	0.8	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	3	3.8	7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	6	1.4

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 STARTING POINT II, INC. (913)

All Clients

Indicator Summary Number of Positive Results =19 Number of Results Needing Improvement =3

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80	74.1	217	222	97.7	☺
	Planned Discharges	80	75.5	316	349	90.5	☺
	14-Day Follow-up	25	36.8	32	63	50.8	☺
	Initiation of Treatment		15.6	49	256	19.1	☺
	Engagement in Treatment		12.7	38	256	14.8	☺
<b>Residential</b>	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Engagement in Treatment						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	49	57	86.0	☺
	Planned Discharges	35	45.9	42	63	66.7	☺
	Employment	20	16.8	3	15	20.0	☺
	Initiation of Treatment		77.6	45	55	81.8	☺
	Engagement in Treatment		62.6	36	55	65.5	☺
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions		6.8	56	1	1.8	☺
	Incarceration		13.0	12	2	16.7	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	446	2	0.4	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	12.56%	4.93%	-7.62%	☺
	Incarceration		-1.38%	2.69%	2.91%	0.22%	☹
	Median Wages		\$376.90	\$1,896.20	\$2,273.40	\$377.10	☺
	Clients With Wages		-2.49%	53.81%	52.02%	-1.79%	☺
<u>Consumer Survey (FY02 Clients)</u>							
			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
Satisfaction			91.9	28	30	93.3	☺
Favorable Outcomes			94.8	17	34	50.0	☹
Service Quality			93.0	25	26	96.2	☺
Favorable Time to First Service			92.4	34	34	100.0	☺
Convenient Time			92.3	34	34	100.0	☺

## 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 Denominator** - 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.

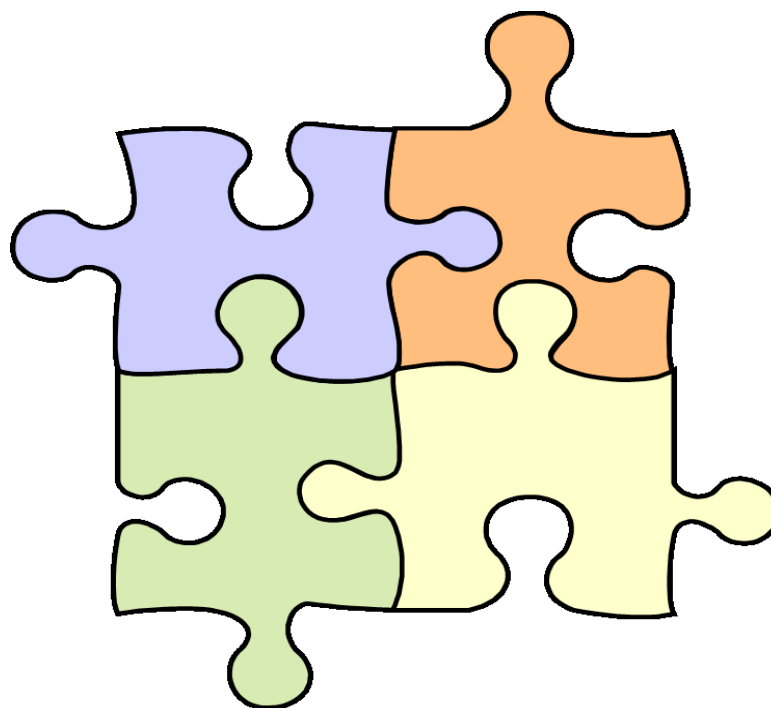
## Consumer Survey Notes:

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

**ADA AREA CHEMICAL DEP. CTR (914)**

## **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**  
**ADA AREA CHEMICAL DEP. CTR (914)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**122**

**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	
<b>Agency</b>	51	49	16	34	43	67	3	17	0	4	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	25	19	72	25	7	58	29	5	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	2	1	0	3	1	0	0	0	2	\$144,916.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 ADA AREA CHEMICAL DEP. CTR (914)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Initiation of Treatment		77.6	67	74	90.5	☺
	Engagement in Treatment		62.6	55	74	74.3	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	23	0	0.0	☺
	Incarceration		13.0	6	1	16.7	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	118	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☹

## 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 Denominator** - 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:

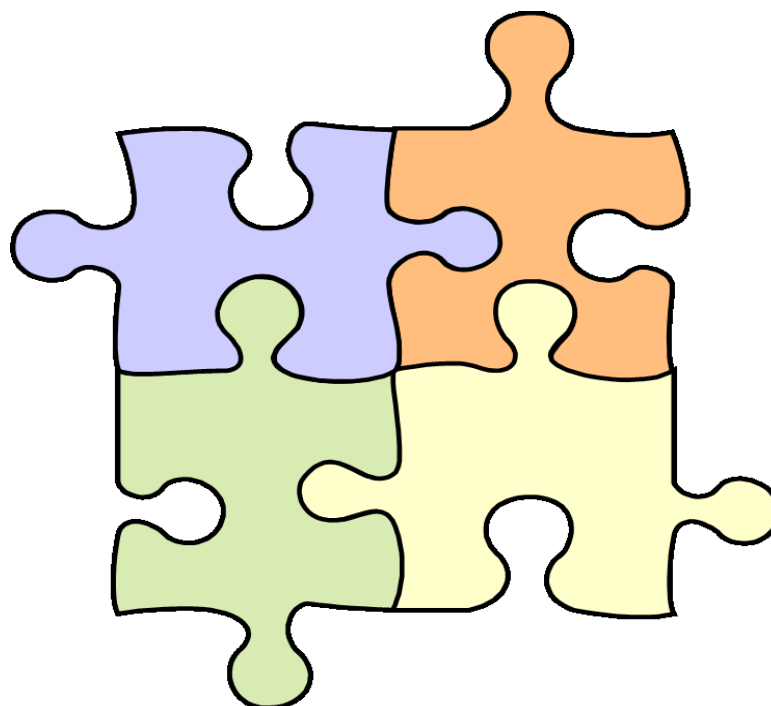
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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 ALCOHOLISM SERVICES (915)

### 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 ALCOHOLISM SERVICES (915)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**153**

**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	
<b>Agency</b>	80	20	0	19	63	66	4	25	0	1	5
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	16	14	73	18	3	21	10	0	1	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
4	0	0	0	0	4	2	0	0	0	1	\$151,611.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	153
Units of Service	0	0	4,710
Avg Hours Per Client	0.0	0.0	30.8
Avg Daily Census	0	0	13

**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	27	45.8	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	7	11.9	3.2
64 Transferred			3.7			2.7			7.6	5	8.5	5.6
65 Incarcerated			0.2			0.1			1.1	5	8.5	3.1
66 Broke Rules			2.1			8.8			19.7			4.9
67 AWOL			18.6			11.3			11.0	13	22.0	4.9
68 Death			0.0			0.0			0.3	1	1.7	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	57	57.6

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 COMMUNITY ALCOHOLISM SERVICES (915)

All Clients

Indicator Number of Positive Number of Results Needing  
 Summary Results =16 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	22	36	61.1	☺
	Planned Discharges	35	45.9	13	35	37.1	☺
	Employment	20	16.8	8	14	57.1	☺
	Initiation of Treatment		77.6	84	92	91.3	☺
	Engagement in Treatment		62.6	78	92	84.8	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	18	1	5.6	☺
	Incarceration		13.0	10	4	40.0	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	101	1	1.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	17.82%	4.95%	-12.87%	☺
	Incarceration		-1.38%	9.90%	5.94%	-3.96%	☺
	Median Wages		\$376.90	\$2,890.30	\$3,302.50	\$412.20	☺
	Clients With Wages		-2.49%	61.39%	59.41%	-1.98%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

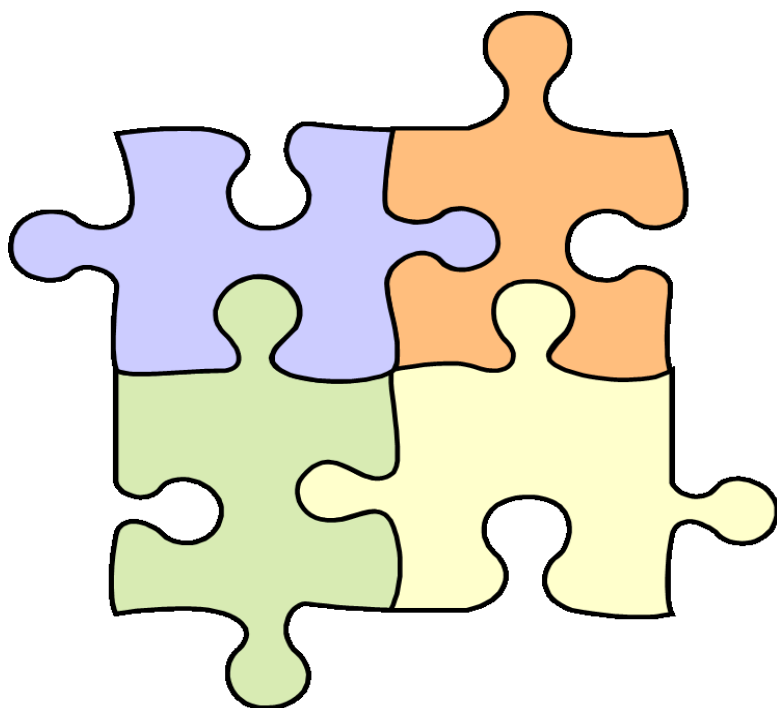
## Consumer Survey Notes:

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 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)**

	<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	
<b>Agency</b>	55	45	0	0	0	80	10	10	0	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	0	0	65	0	5	0	70	5	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	1	2	5	0	8	1	0	3	0	0	\$89,882.00

**Clients Admitted and Served by Level of Care**

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

	<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			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	5.0	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										19	95.0	4.6
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 COMMUNITY COUNSELING CENTER (923)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	17	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<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:

- 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 Denominator** - 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:

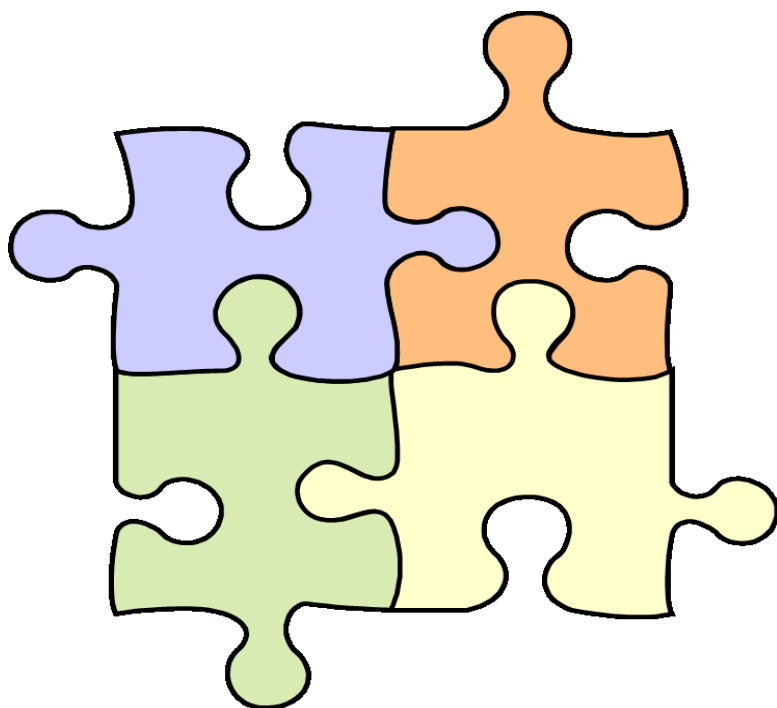
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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	
<b>Agency</b>	67	33	15	28	47	72	8	13	0	1	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	19	7	61	16	8	58	7	2	5	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
1	2	3	2	0	8	4	0	0	1	2	\$146,812.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	312
Units of Service	0	0	3,900
Avg Hours Per Client	0.0	0.0	12.5
Avg Daily Census	0	0	11

**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	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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	16	2	12.5	☹
	Incarceration		13.0	4	1	25.0	☹
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 119	# Deaths in Year After Treatment 0	0.0	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

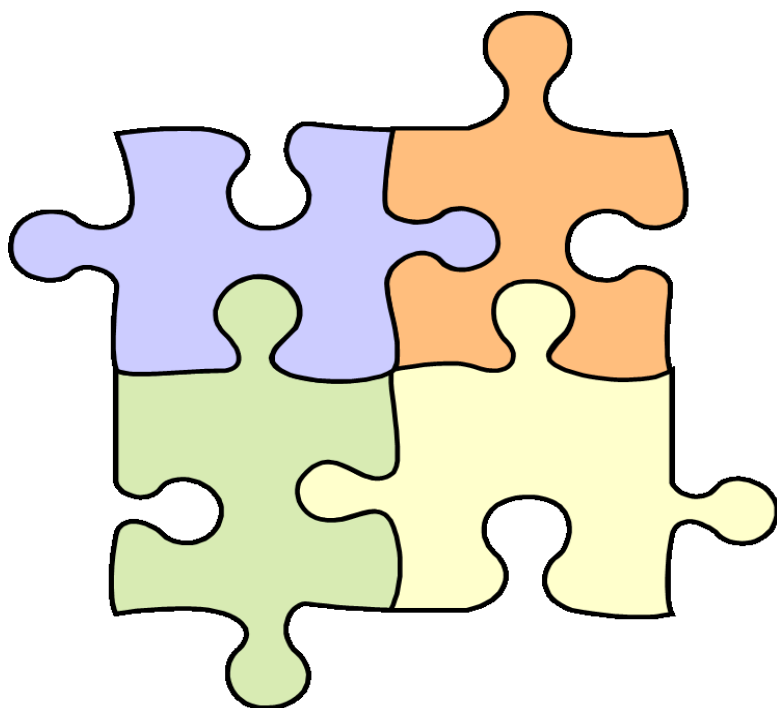
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	56	44	0	10	69	88	4	6	0	1	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	92	69	1	0	1	1	100	1	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	1	3	2	0	6	0	0	0	0	0	\$158,779.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	286
Units of Service	0	0	1,483
Avg Hours Per Client	0.0	0.0	5.2
Avg Daily Census	0	0	4

**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			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
	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 LIFE IMPROVEMENT CENTER (928)

All Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =7

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions	6.8	5	0	0.0	☺	
	Incarceration	13.0	3	1	33.3	☹	
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment	# Deaths in Year After Treatment	12.0	☹	
			117	14			
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹	
<u>Consumer Survey (FY02 Clients)</u>			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					

## 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 Denominator** - 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:

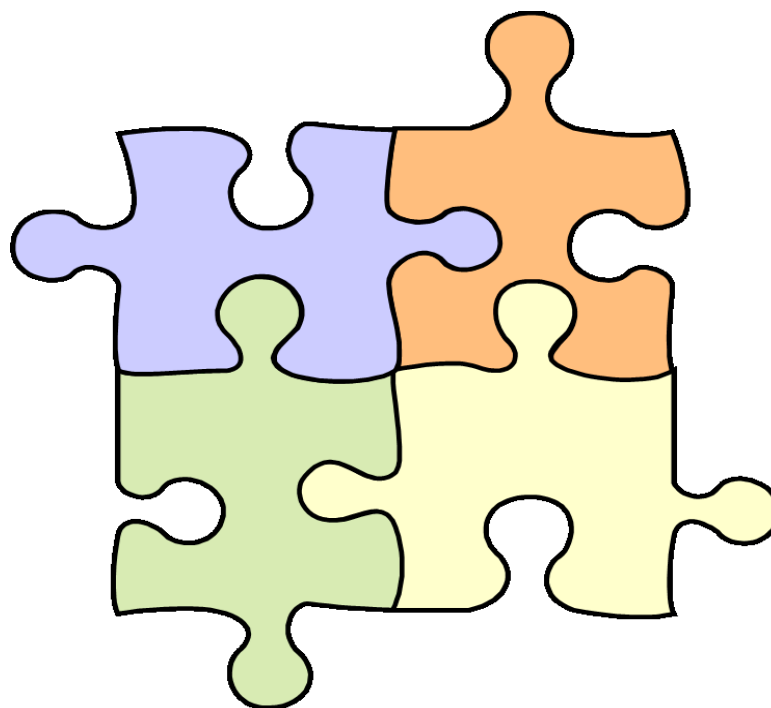
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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	
<b>Agency</b>	56	44	44	26	27	93	3	1	1	1	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	6	2	50	9	5	51	26	1	0	61	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	0	10	0	10	0	0	0	0	0	\$51,099.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 EDMOND FAMILY SERVICES, INC. (929)

All Clients

Indicator Summary Number of Positive Results =13 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	19	25	76.0	☹
	Engagement in Treatment		62.6	14	25	56.0	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	9	1	11.1	☹
	Incarceration		13.0	2	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	63	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

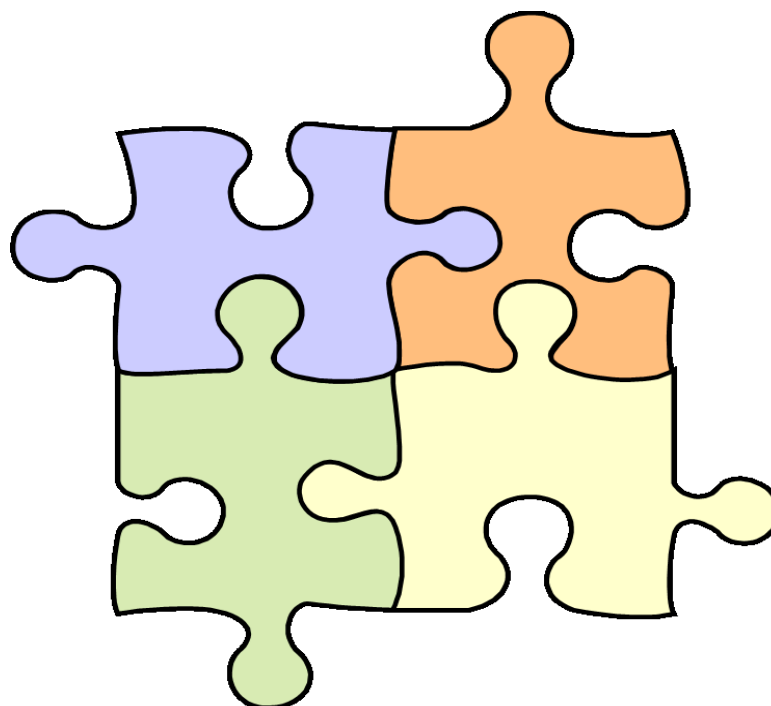
## Consumer Survey Notes:

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	
<b>Agency</b>	74	26	84	16	0	76	5	16	0	3	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	0	0	63	0	0	84	16	5	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	0	38
Units of Service	0	0	18,804
Avg Hours Per Client	0.0	0.0	494.8
Avg Daily Census	0	0	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>	DUI Convictions					
	Incarceration					
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 3	# Deaths in Year After Treatment 0	0.0	☺
	<b>Difference Between Pre &amp; Post Treatment</b>	State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions					
	Incarceration					
	Median Wages	\$376.90	\$1,114.60	\$1,020.30	-\$94.30	☹
	Clients With Wages	-2.49%	33.33%	33.33%	0.00%	☺

<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					

## 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 Denominator** - 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:

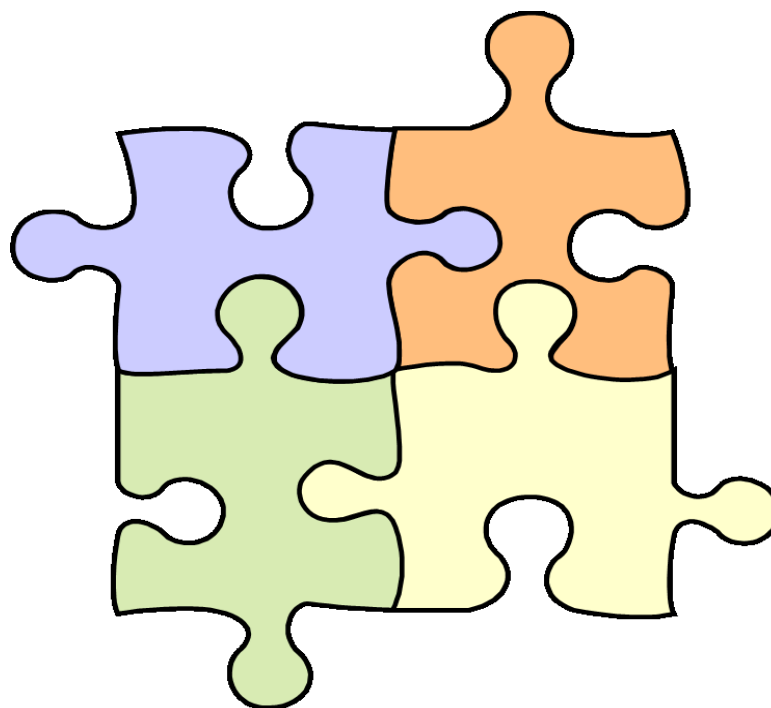
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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

All Clients

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	9	91	1	37	59	60	5	25	0	1	5
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	25	14	82	22	10	52	19	12	1	1	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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			64.5			65.7			35.5	12	6.4	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	152	80.9	23.8
63 Moved			0.2			0.5			9.1	1	0.5	3.2
64 Transferred			3.7			2.7			7.6	5	2.7	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	7	3.7	4.9
67 AWOL			18.6			11.3			11.0	4	2.1	4.9
68 Death			0.0			0.0			0.3	1	0.5	0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	6	3.2	7.4
91 Administrative Discharge												4.6

	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 PEOPLE INCORPORATED (933)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	8	86	9.3	☹
	Planned Discharges	35	45.9	6	90	6.7	☹
	Employment	20	16.8	13	84	15.5	☹
	Initiation of Treatment		77.6	150	163	92.0	☺
	Engagement in Treatment		62.6	141	163	86.5	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

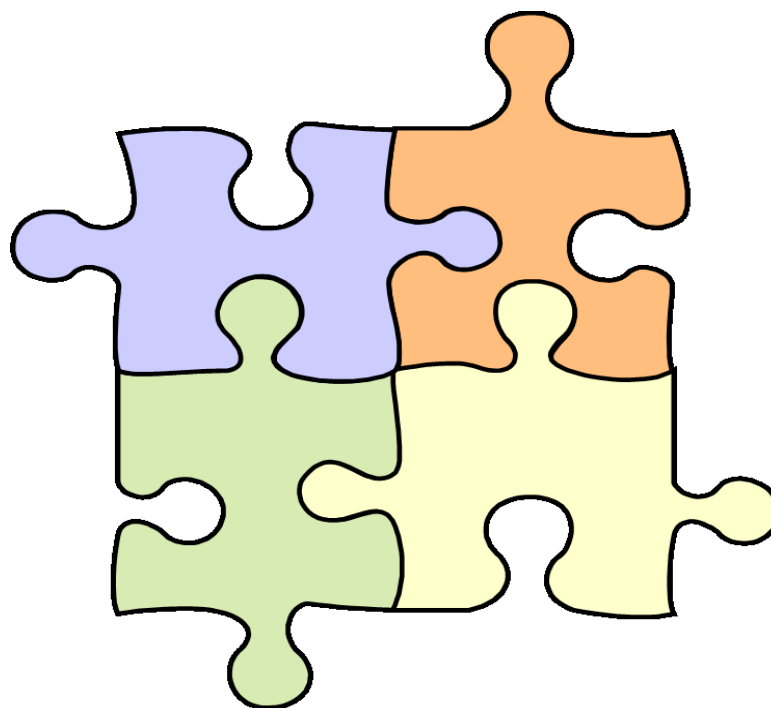
## Consumer Survey Notes:

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)

### 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)  
 230

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	30	63	67	7	17	0	4	0
State Avg	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
Agency	23	17	74	16	8	51	20	2	1	0
State Avg	29	20	62	26	17	46	26	2	10	24

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	9	6	1	19		4	0	0	0	0	\$308,612.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	0	230
Units of Service	0	0	11,264
Avg Hours Per Client	0.0	0.0	49.0
Avg Daily Census	0	0	31

**Discharges**

	Detox			Residential			Halfway			Outpatient		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment			64.5			65.7			35.5	38	20.5	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	106	57.3	23.8
63 Moved			0.2			0.5			9.1	5	2.7	3.2
64 Transferred			3.7			2.7			7.6	15	8.1	5.6
65 Incarcerated			0.2			0.1			1.1	7	3.8	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	14	7.6	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	59	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 GATEWAY TO PREVENTION/RECOVERY (934)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	19	93	20.4	☹
	Planned Discharges	35	45.9	18	91	19.8	☹
	Employment	20	16.8	3	41	7.3	☹
	Initiation of Treatment		77.6	155	174	89.1	☺
	Engagement in Treatment		62.6	135	174	77.6	☺
<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
<b>Recidivism</b>	DUI Convictions		6.8	13	1	7.7	☹
	Incarceration		13.0	11	2	18.2	☹
<b>Post Discharge</b>	Mortality		1.0	# Clients in Year before Treatment 120	# Deaths in Year After Treatment 1	0.8	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	10.83%	5.83%	-5.00%	☹
	Incarceration		-1.38%	9.17%	5.00%	-4.17%	☺
	Median Wages		\$376.90	\$2,293.00	\$2,825.20	\$532.20	☺
	Clients With Wages		-2.49%	63.33%	57.50%	-5.83%	☹
<u>Consumer Survey (FY02 Clients)</u>			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction		91.9	10	12	83.3	☹
	Favorable Outcomes		94.8	12	13	92.3	☹
	Service Quality		93.0	8	8	100.0	☺
	Favorable Time to First Service		92.4	13	13	100.0	☺
	Convenient Time		92.3	11	13	84.6	☹

## 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 Denominator** - 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:

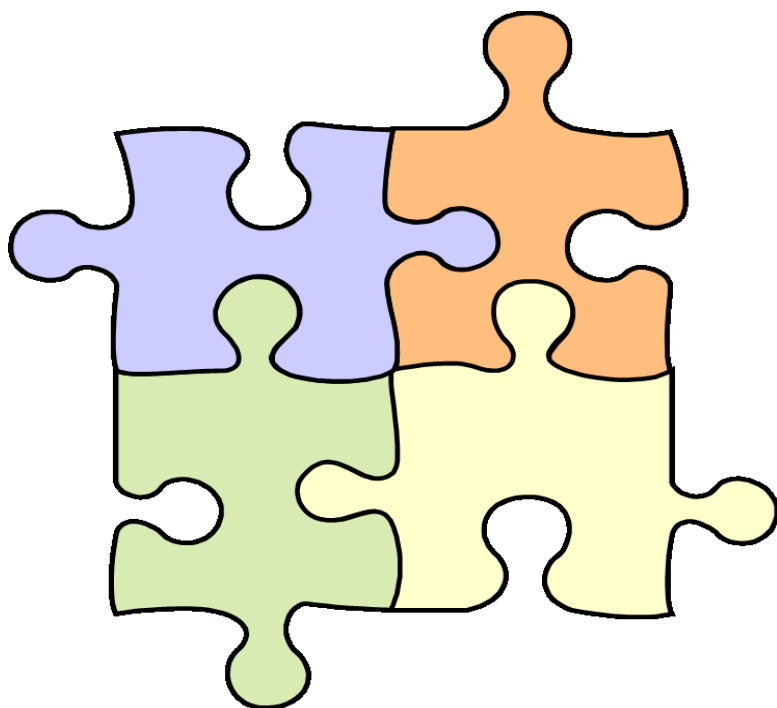
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**MOORE ALC/DRUG CTR (935)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**127**

**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	
<b>Agency</b>	49	51	57	9	29	91	3	4	1	2	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	7	3	61	5	14	59	45	7	0	5	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	1	17	6	0	24	0	0	0	0	0	\$177,970.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	127
Units of Service	0	0	3,062
Avg Hours Per Client	0.0	0.0	24.1
Avg Daily Census	0	0	8

**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	40	34.5	37.6
61 Completed Court Commitment			0.1			2.3			2.7	2	1.7	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	48	41.4	23.8
63 Moved			0.2			0.5			9.1	2	1.7	3.2
64 Transferred			3.7			2.7			7.6	4	3.4	5.6
65 Incarcerated			0.2			0.1			1.1			3.1
66 Broke Rules			2.1			8.8			19.7	11	9.5	4.9
67 AWOL			18.6			11.3			11.0	4	3.4	4.9
68 Death			0.0			0.0			0.3			0.4
69 Failed to Begin Treatment			0.3			1.3			1.0	5	4.3	7.4
91 Administrative Discharge												4.6

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	1	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**MOORE ALC/DRUG CTR (935)**

**All Clients**

**Indicator Summary** Number of Positive Results =10 Number of Results Needing Improvement =6

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	35	58	60.3	☺
	Planned Discharges	35	45.9	20	61	32.8	☹
	Employment	20	16.8	4	21	19.0	☹
	Initiation of Treatment		77.6	28	32	87.5	☺
	Engagement in Treatment		62.6	20	32	62.5	☹
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>			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	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	92	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	4.35%	1.09%	-3.26%	☹
	Incarceration		-1.38%	0.00%	1.09%	1.09%	☹
	Median Wages		\$376.90	\$2,998.70	\$3,635.00	\$636.30	☺
	Clients With Wages		-2.49%	56.52%	52.17%	-4.35%	☹
<b>Consumer Survey (FY02 Clients)</b>							
		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	1	1	100.0	☺	
Service Quality		93.0	2	2	100.0	☺	
Favorable Time to First Service		92.4	2	2	100.0	☺	
Convenient Time		92.3	2	2	100.0	☺	

## 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 Denominator** - 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.

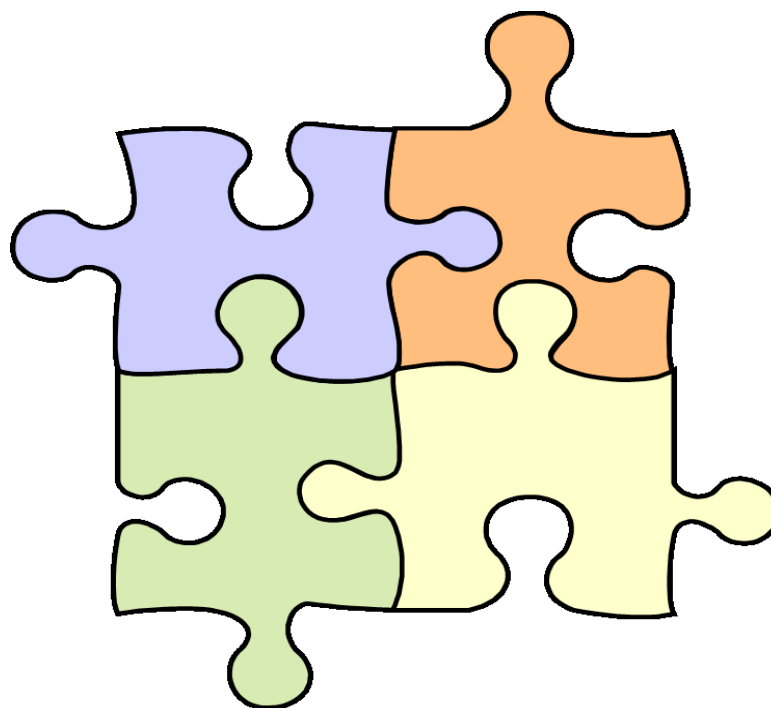
## Consumer Survey Notes:

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

## 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

**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)**  
**192**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	25	75	0	35	59	57	27	8	1	5	3
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	5	2	71	3	11	39	8	24	21	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	7	0	14	5	0	0	1	1	\$53,397.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	0	192
Units of Service	0	0	2,686
Avg Hours Per Client	0.0	0.0	14.0
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	5	6.7	37.6
61 Completed Court Commitment			0.1			2.3			2.7	20	26.7	4.5
62 Left ACA/ 90 Days			10.1			7.3			12.1	39	52.0	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	1	1.3	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	10	13.3	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	81	52.9

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services

All Clients

Provider Performance Management Report Prepared October 2003

TOTAL LIFE COUNSELING (938)

Indicator Summary Number of Positive Results =12 Number of Results Needing Improvement =5

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	24	49	49.0	☺
	Planned Discharges	35	45.9	4	61	6.6	☹
	Employment	20	16.8	16	36	44.4	☺
	Initiation of Treatment		77.6	127	162	78.4	☺
	Engagement in Treatment		62.6	96	162	59.3	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	9	1	11.1	☹
	Incarceration		13.0	4	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	44	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions		-7.16%	20.45%	2.27%	-18.18%	☺
	Incarceration		-1.38%	9.09%	2.27%	-6.82%	☺
	Median Wages		\$376.90	\$2,649.60	\$2,621.60	-\$28.00	☹
	Clients With Wages		-2.49%	63.64%	56.82%	-6.82%	☹
<u>Consumer Survey (FY02 Clients)</u>			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	Satisfaction		91.9	10	10	100.0	☺
	Favorable Outcomes		94.8	11	11	100.0	☺
	Service Quality		93.0	5	5	100.0	☺
	Favorable Time to First Service		92.4	12	12	100.0	☺
	Convenient Time		92.3	12	12	100.0	☺

## 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 Denominator** - 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:

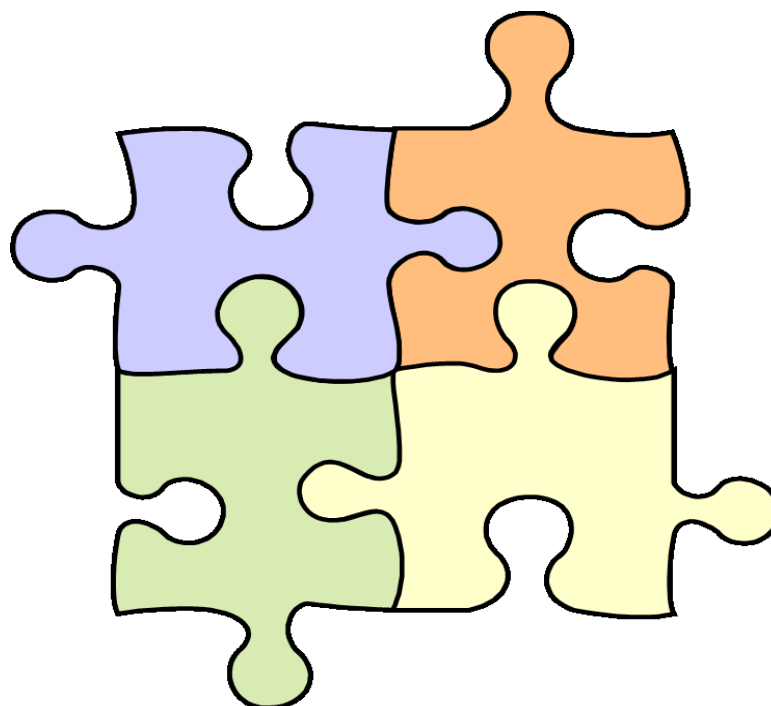
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**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	
<b>Agency</b>	42	58	78	20	2	68	2	24	0	1	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	0	0	0	0	0	0	100	0	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
Outpatient Staff Profile by Degree						Outpatient Staff Profile by Certification					
None	Associate	Bachelors	Masters	Doctorate	Total	CADC	CAC	CCM	CPS	Other	
0	0	1	1	0	2	0	0	0	0	1	

**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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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)

All Clients

Indicator Summary Number of Positive Results =2 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	13	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages		\$376.90	\$475.50	\$589.50	\$114.10	☹
	Clients With Wages		-2.49%	15.38%	7.69%	-7.69%	☹
<u>Consumer Survey (FY02 Clients)</u>			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				

## 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 Denominator** - 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.

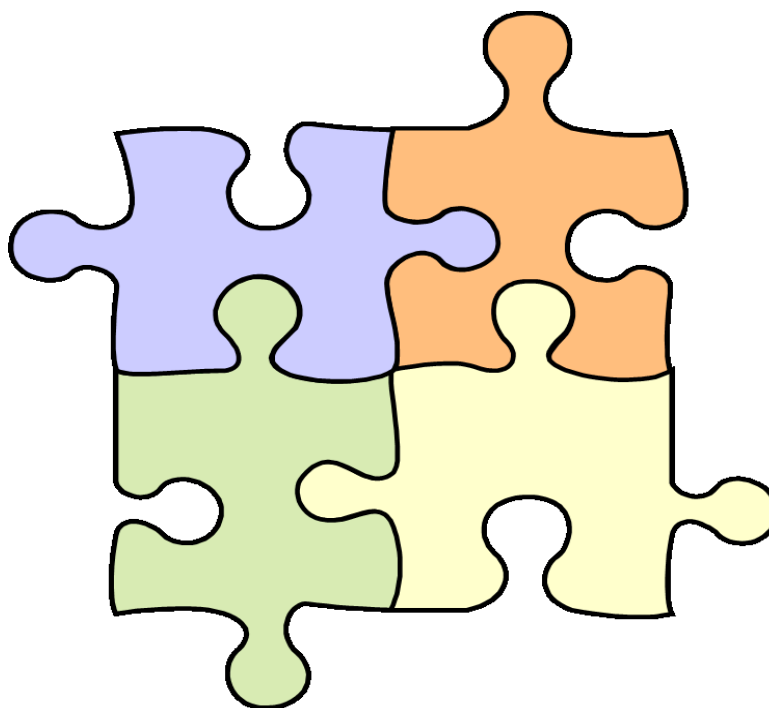
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	40	60	63	4	23	71	16	4	0	3	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	0	0	0	0	0	0	100	0	0	98	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<u>Outpatient Staff Profile by Degree</u>						<u>Outpatient Staff Profile by Certification</u>					
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**

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

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment												
62 Left ACA/ 90 Days												
63 Moved												
64 Transferred												
65 Incarcerated												
66 Broke Rules												
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge												

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Number of Positive Number of Results Needing  
 Summary Results =2 Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 83	# Deaths in Year After Treatment 1	1.2	☹	
	<b>Difference Between Pre &amp; Post Treatment</b>	State Average	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%	☺	
<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:

- 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 Denominator** - 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:

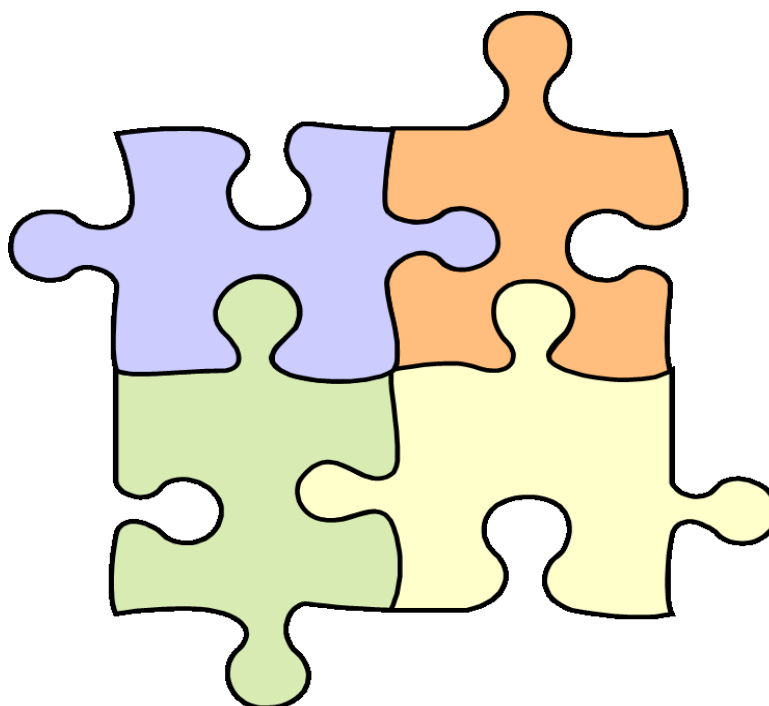
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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	
<b>Agency</b>	46	54	8	27	55	80	8	7	0	3	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	29	22	68	18	15	45	13	3	4	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	107
Units of Service	0	0	2,492
Avg Hours Per Client	0.0	0.0	23.3
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	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Summary** Number of Positive Results =14 Number of Results Needing Improvement =3

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement		80				
	Planned Discharges		80				
	14-Day Follow-up		25				
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement		80				
	Planned Discharges		90				
	Employment		80				
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		77.6	65	73	89.0	☺
	Engagement in Treatment		62.6	52	73	71.2	☺
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>			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	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	46	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<b>Consumer Survey (FY02 Clients)</b>							
			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:
  - the service 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 Denominator** - 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.

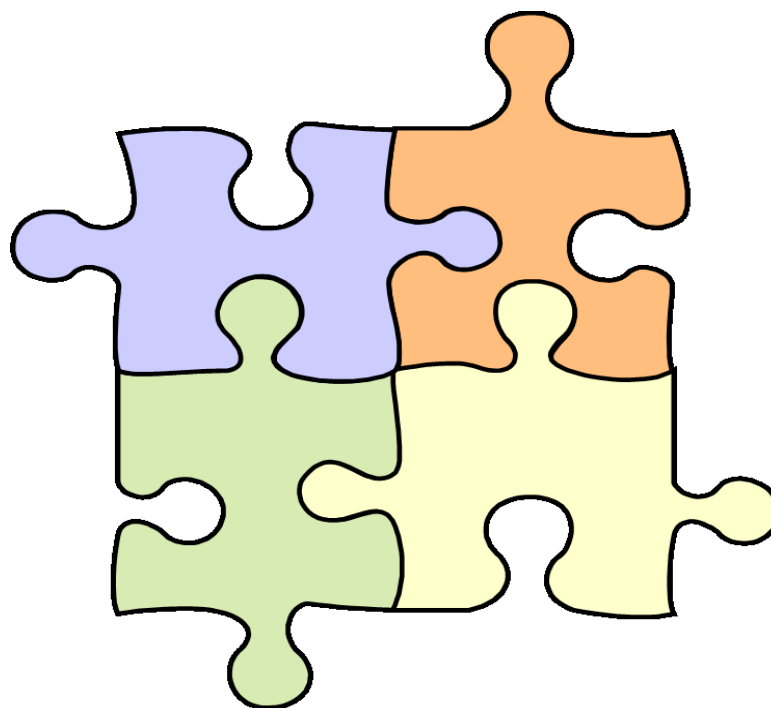
## Consumer Survey Notes:

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

## 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)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**209**

**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	
<b>Agency</b>	50	50	3	23	64	18	3	34	0	0	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	34	18	77	42	10	56	13	0	0	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	1	7	1	9	3	0	0	0	0	\$115,161.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 INDIAN HEALTH CARE RESRCE CTR (943)

All Clients

Indicator Summary Number of Positive Results =3 Number of Results Needing Improvement =9

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	13	1	7.7	☹
	Incarceration		13.0	8	3	37.5	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	148	1	0.7	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<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						

## 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 Denominator** - 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:

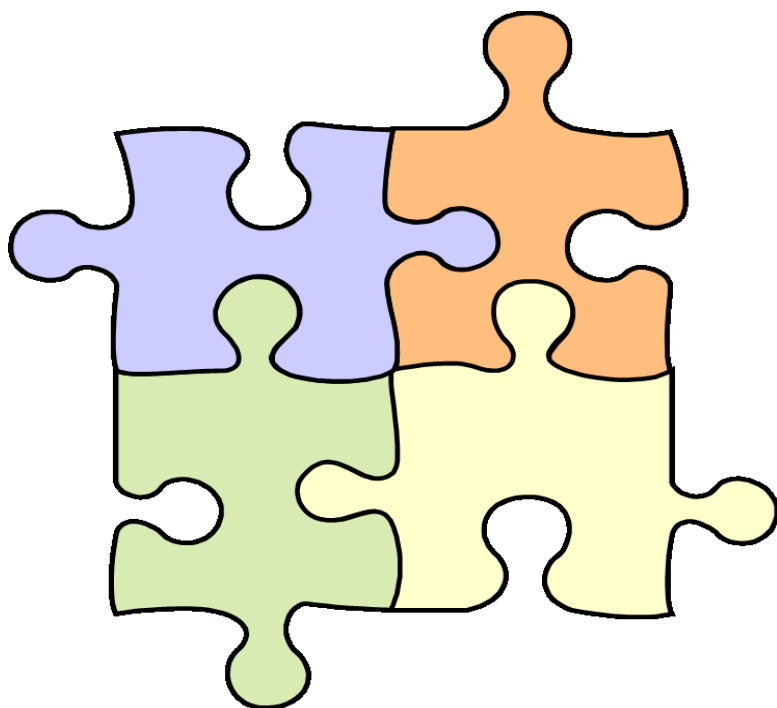
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	35	65	6	25	63	61	10	27	1	1	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	24	14	60	27	8	37	12	4	5	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	12	124
Units of Service	0	533	4,036
Avg Hours Per Client	0.0	44.4	32.5
Avg Daily Census	0	1	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

	Count	Percent
Clients Not Seen Within 90 Days	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☺
Engagement in Treatment		12.2	0	2	0.0	☹	
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Engagement in Treatment		62.6	43	78	55.1	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	9	1	11.1	☹
	Incarceration		13.0	2	1	50.0	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	44	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☹
<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						

## 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 Denominator** - 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.

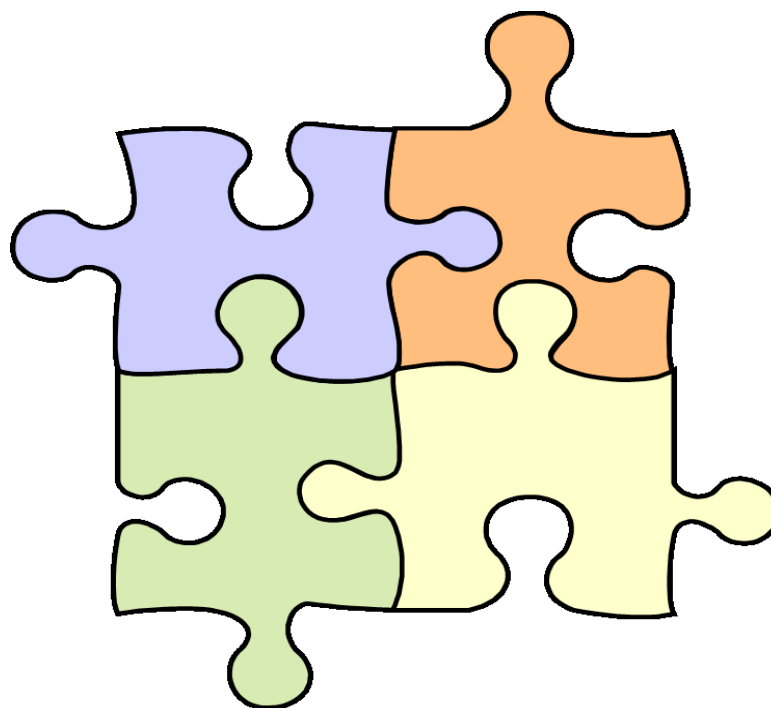
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	71	29	3	30	63	81	1	18	0	0	1
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	19	16	49	31	6	40	11	1	2	47	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	0	3	0	3	0	0	0	0	0	\$136,766.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Number of Positive Number of Results Needing  
 Summary Results =8 Improvement =8

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	30	2	6.7	☺
	Incarceration		13.0	4	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		1.0	116	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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	☺
	Clients With Wages		-2.49%	53.45%	54.31%	0.86%	☺
<u>Consumer Survey (FY02 Clients)</u>			State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Avg
	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	☹

## 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 Denominator** - 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:

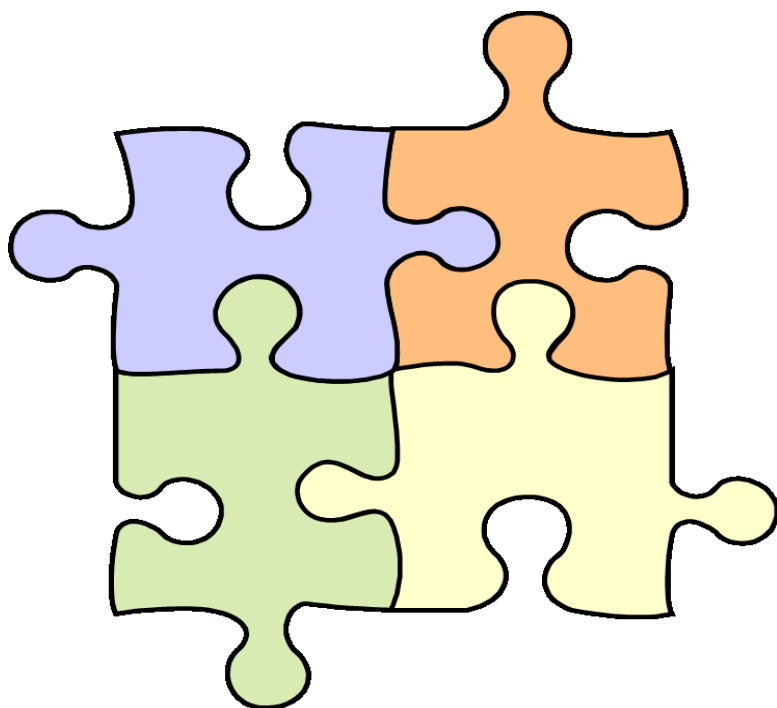
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**Clients Admitted and Served  
at the Agency (CY02)**  
**520**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	66	34	33	22	37	39	50	3	1	5	2
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	9	5	30	6	14	69	12	2	14	0
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 CARE FOR CHANGE INC. (951)

All Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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		77.6	191	286	66.8	☹
	Engagement in Treatment		62.6	130	286	45.5	☹
<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
<b>Recidivism</b>	DUI Convictions		6.8	35	3	8.6	☹
	Incarceration		13.0	95	9	9.5	☺
<b>Post Discharge</b>	Mortality			# Clients in Year before Treatment	# Deaths in Year After Treatment		
			1.0	347	1	0.3	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<u>Consumer Survey (FY02 Clients)</u>			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	☺

## 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 Denominator** - 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.

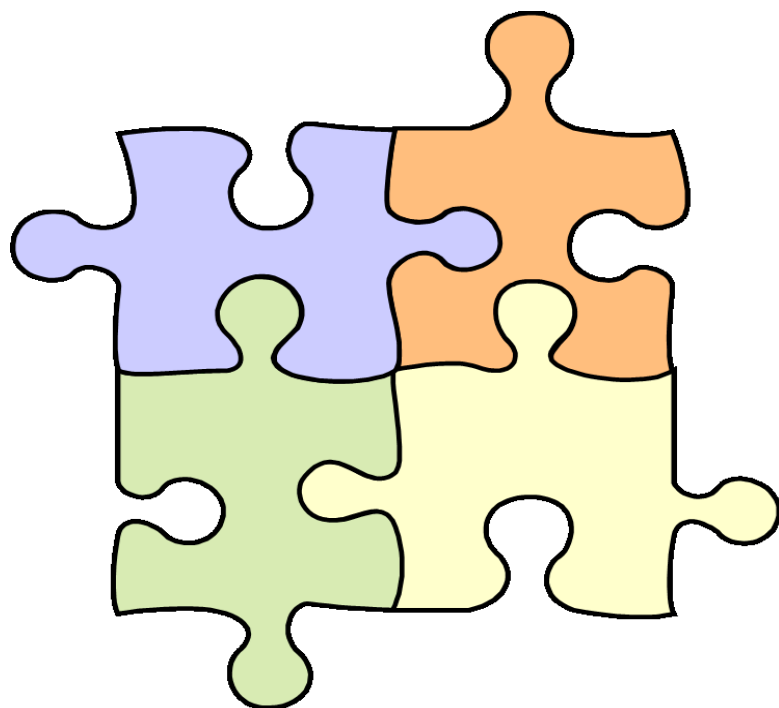
## Consumer Survey Notes:

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

## 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)**

	<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	
<b>Agency</b>	29	71	58	16	26	70	8	11	0	1	7
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	<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				
<b>Agency</b>	20	15	17	16	10	33	69	15	3	57	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
<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	
0	0	1	1	0	2	0	0	0	0	0	\$498,123.00

**Clients Admitted and Served by Level of Care**

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

	<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	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

	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions	6.8	3	0	0.0	☺	
	Incarceration	13.0	17	0	0.0	☺	
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 122	# Deaths in Year After Treatment 2	1.6	☹	
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<u>Consumer Survey (FY02 Clients)</u>		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	☺	

## 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 Denominator** - 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:

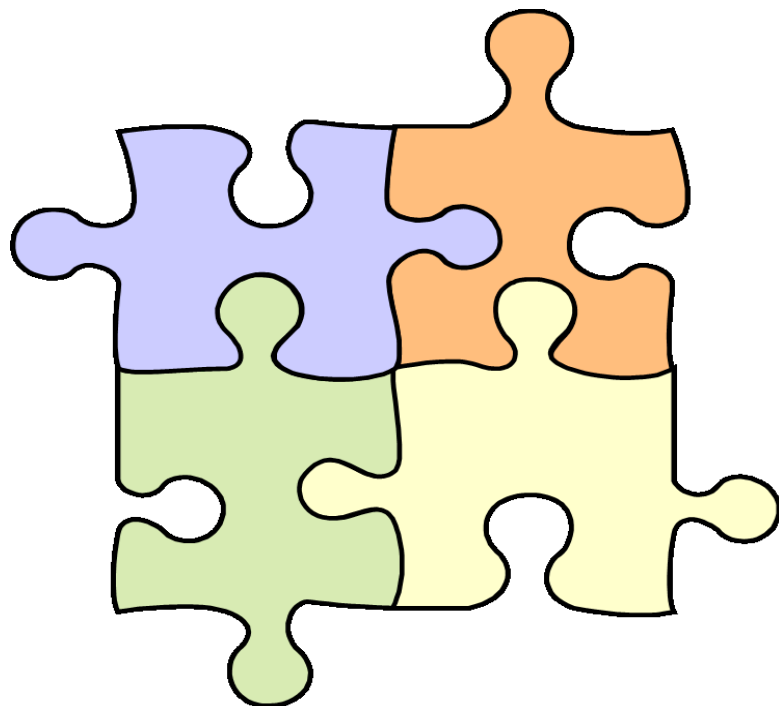
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## CITIZEN POTOWATOMI NATION (956)

### 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**  
**CITIZEN POTOWATOMI NATION (956)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**69**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	64	36	100	0	0	39	3	52	1	0	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	0	0	71	0	0	72	3	1	7	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	2	1	0	7	2	1	0	0	2	\$65,000.00

**Clients Admitted and Served by Level of Care**

Detox	Residential	Halfway	Outpatient
Clients	0	0	69
Units of Service	0	0	954
Avg Hours Per Client	0.0	0.0	13.8
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	28.6	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	14.3	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			4.9
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	3	42.9	7.4
91 Administrative Discharge												4.6

	Count	Percent
Clients Not Seen Within 90 Days	53	88.3

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 CITIZEN POTOWATOMI NATION (956)

All Clients

Indicator Summary Number of Positive Results =6 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	48.3	2	4	50.0	☺
	Planned Discharges	35	45.9	2	4	50.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions	6.8	1	0	0.0	☺	
	Incarceration						
<b>Post Discharge</b>	Mortality	1.0	# Clients in Year before Treatment 1	# Deaths in Year After Treatment 0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	DUI Convictions	-7.16%	00.00%	0.00%	100.00%	☺	
	Incarceration						
	Median Wages	\$376.90	\$7,231.80	\$2,851.80	-\$4,380.10	☹	
	Clients With Wages	-2.49%	00.00%	00.00%	0.00%	☺	
<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:

- 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 Denominator** - 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.

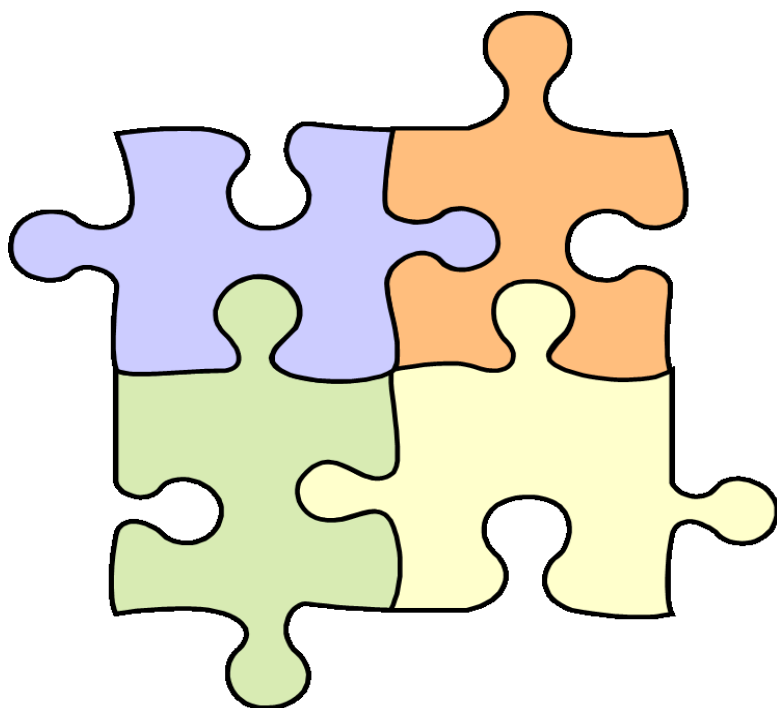
## Consumer Survey Notes:

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

## NEW DIRECTIONS (957)

### 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 DIRECTIONS (957)**

**Clients Admitted and Served  
at the Agency (CY02)**  
**131**

**All Clients**

**Descriptive Statistics (CY02 Clients)**

	Sex (%)		Age (%)			Race (%)					Homeless (%)
	Male	Female	0-17	18-25	26+	White	Black	Nat Am	Asian	Hispanic	
<b>Agency</b>	16	84	0	25	63	61	20	12	0	2	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	55	46	40	38	32	42	21	1	100	0	
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24	
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	1	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	45.9	26	27	96.3	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

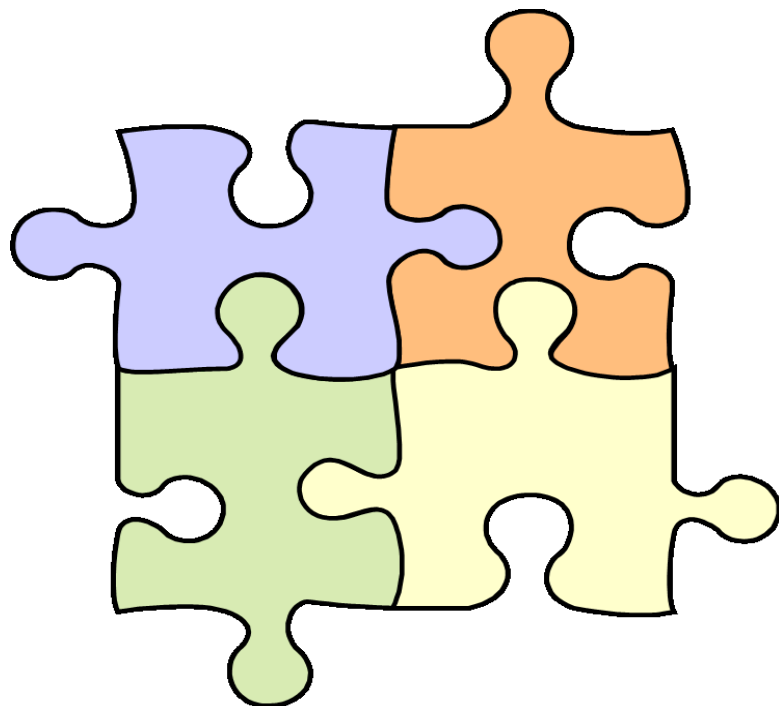
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**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	
<b>Agency</b>	50	50	23	27	46	50	23	8	0	15	0
<b>State Avg</b>	60	40	11	24	55	68	14	13	0	3	6

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	12	12	54	19	23	77	8	4	0	27
<b>State Avg</b>	29	20	62	26	17	46	26	2	10	24

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
62 Left ACA/ 90 Days			10.1			7.3			12.1	13	61.9	23.8
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
66 Broke Rules			2.1			8.8			19.7	1	4.8	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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:

- 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 Denominator** - 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:

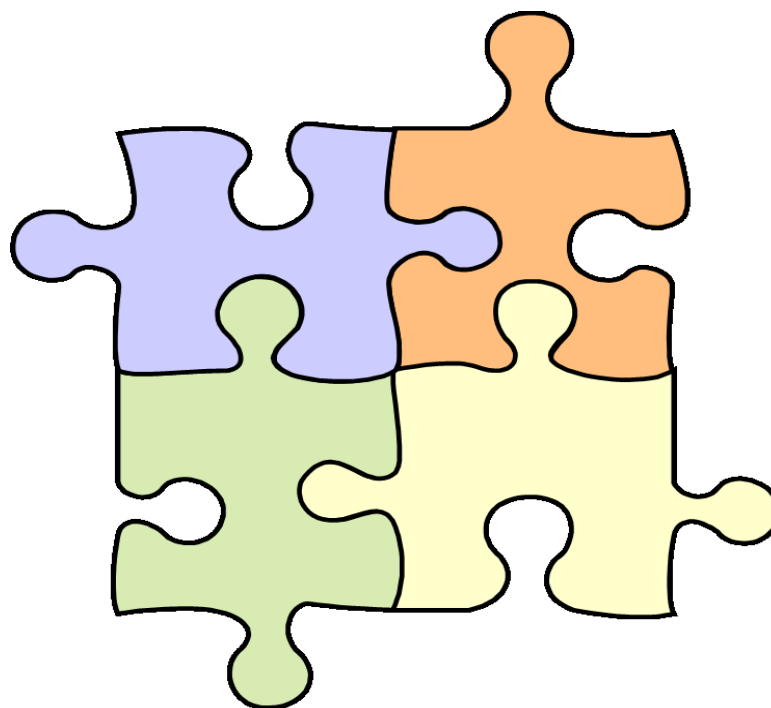
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	75	25	1	30	56	79	5	11	0	2	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	10	6	52	28	6	36	10	1	0	71	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	1	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☹
<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						

## 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 Denominator** - 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.

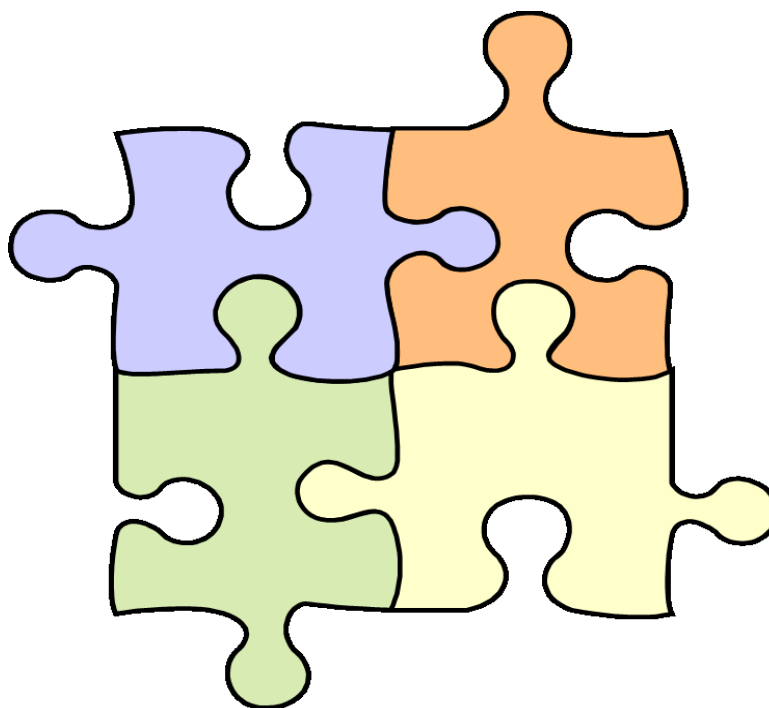


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	81	19	0	38	52	71	10	14	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	19	10	81	24	24	67	0	5	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	55.3	2	2	100.0	☺
	Planned Discharges	35	47.9	2	3	66.7	☺
	Employment	20					
	Initiation of Treatment		91.0	11	13	84.6	☹
	Engagement in Treatment		86.3	9	13	69.2	☹
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

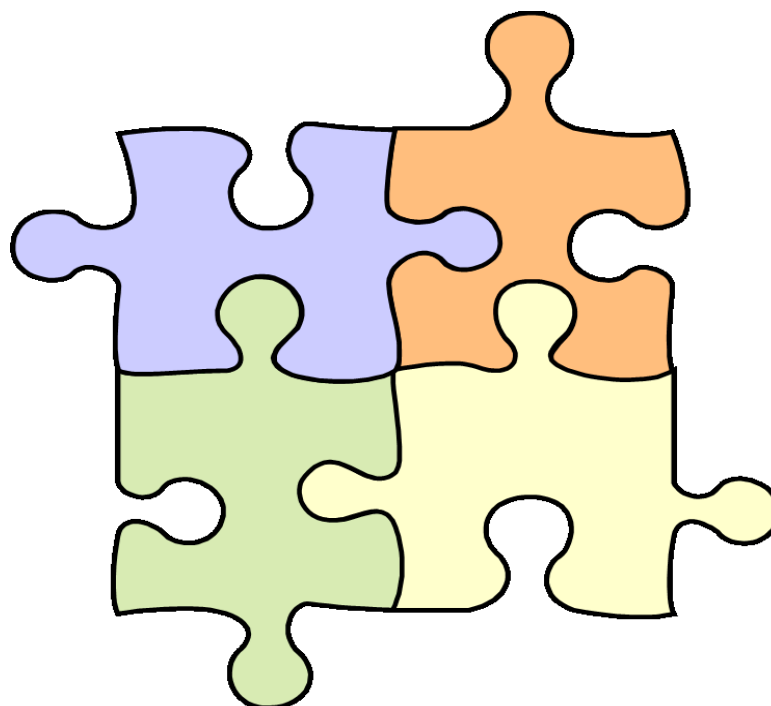
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	52	48	0	34	62	59	0	38	0	0	24
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	72	72	66	97	0	62	0	14	97	3	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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						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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

**Drug Court Clients**

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

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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.

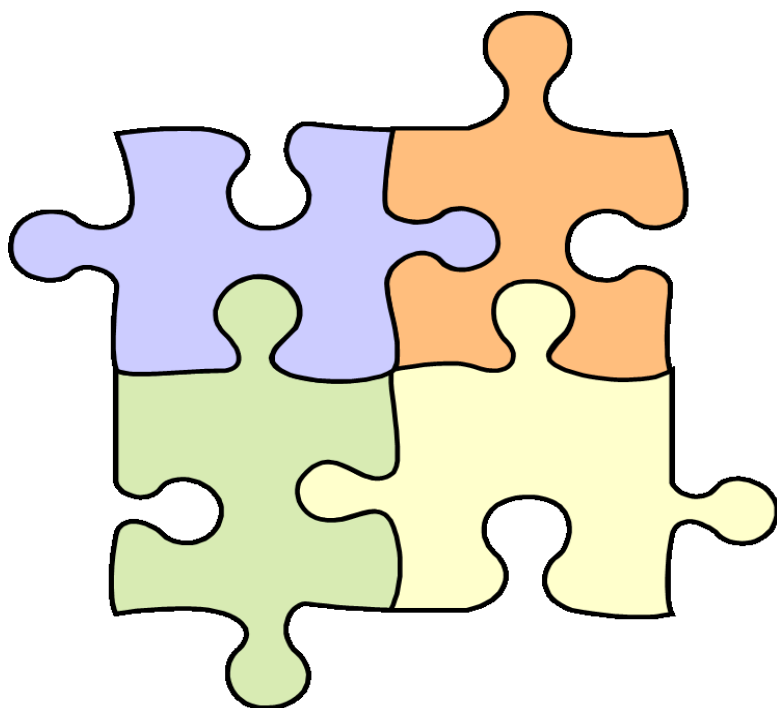


**Oklahoma Department of Mental Health and Substance  
Abuse Services**

**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	
<b>Agency</b>	86	14	100	0	0	100	0	0	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	57	0	14	100	0	0	0	0
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		91.0	1	1	100.0	☺
	Engagement in Treatment		86.3	1	1	100.0	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

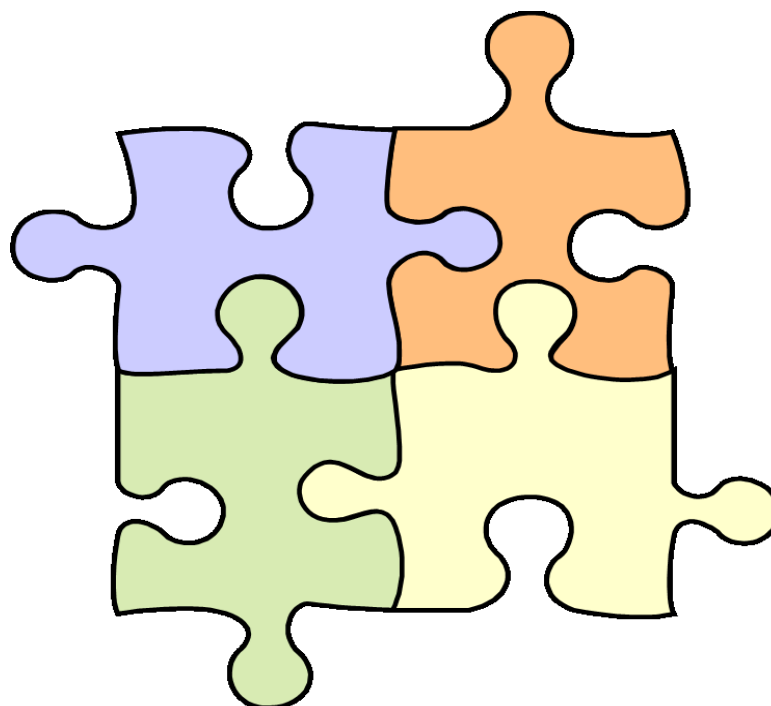
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### Drug Court Clients

### 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  
 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	
<b>Agency</b>	73	27	0	18	70	79	0	15	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	24	0	36	58	3	3	15	0	18	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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	33
Units of Service	0	0	1,740
Avg Hours Per Client	0.0	0.0	52.7
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												
Clients Not Seen Within 90 Days	Count	Percent										
	7	100.0										

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		91.0	30	33	90.9	☹
	Engagement in Treatment		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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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.

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

For Detox services, clients are counted as *initiating* treatment when they receive a follow-up service within 14 days of discharge and counted as *engaging* in treatment when they receive two additional services within 30 days of initiation.

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

**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 Denominator** - 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.

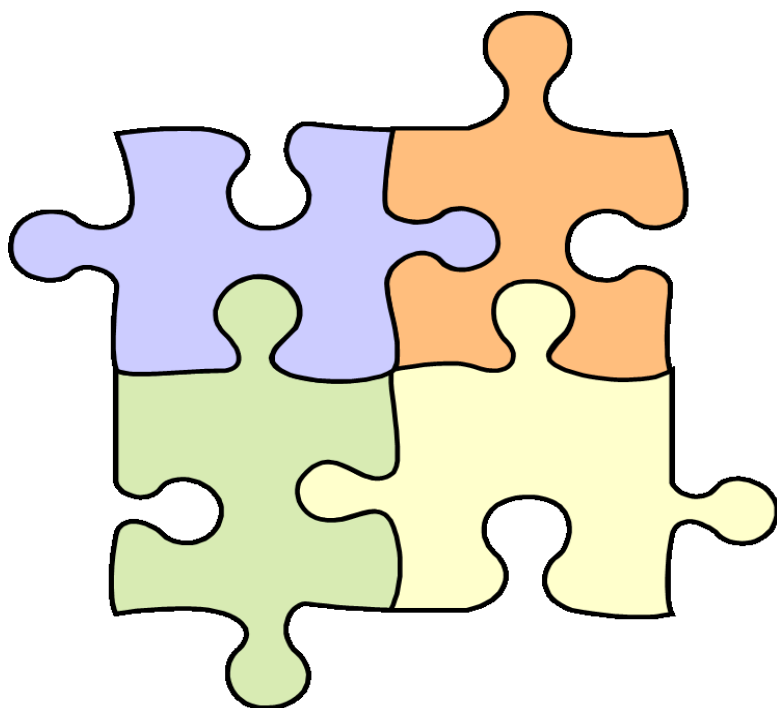


# Oklahoma Department of Mental Health and Substance Abuse Services

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

**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	
<b>Agency</b>	76	24	0	48	48	67	0	33	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	52	48	71	81	19	62	14	0	0	0
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	55.3	6	21	28.6	☹
	Planned Discharges	35	47.9	8	19	42.1	☺
	Employment	20					
	Initiation of Treatment		91.0	11	11	100.0	☺
	Engagement in Treatment		86.3	10	11	90.9	☺
<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	
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

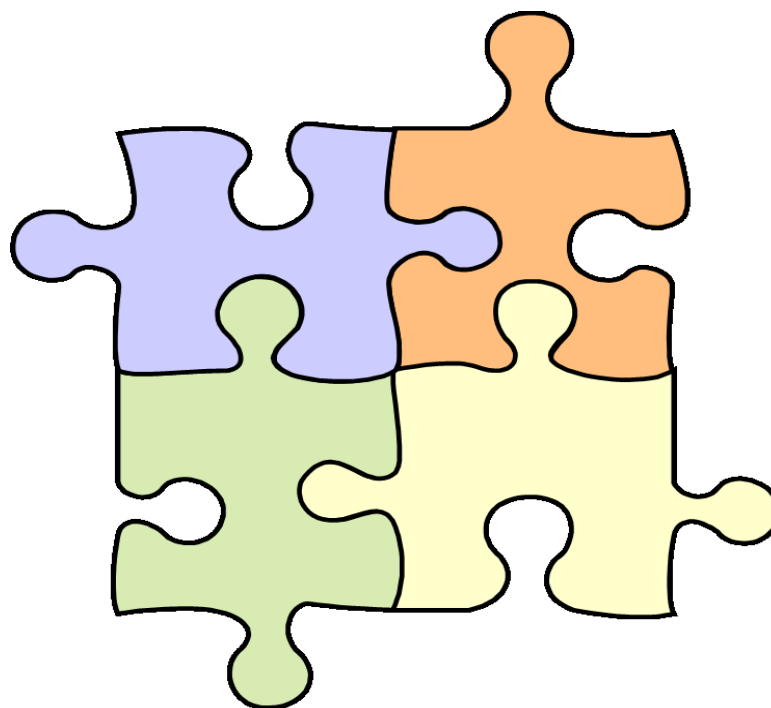
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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)**

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

**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	
<b>Agency</b>	61	39	0	46	50	70	11	17	0	2	2
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	<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			
<b>Agency</b>	48	37	35	67	11	48	15	0	0	11
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

<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	
											\$100,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	Clients	43
Units of Service	0	Units of Service	1,083
Avg Hours Per Client	0.0	Avg Days Per Client	25.2
Avg Daily Census	0	Avg Daily Census	3
		Clients	0
		Units of Service	0
		Avg Days Per Client	0.0
		Avg Hours Per Client	0.0
		Avg Daily Census	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☺
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	47.9	3	4	75.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions	6.5	19	0	0.0	☺	
	Incarceration	40.0	2	0	0.0	☺	
<b>Post Discharge</b>	Mortality	0.2	# Clients in Year before Treatment 62	# Deaths in Year After Treatment 0	0.0	☺	
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<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						

## 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 Denominator** - 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.

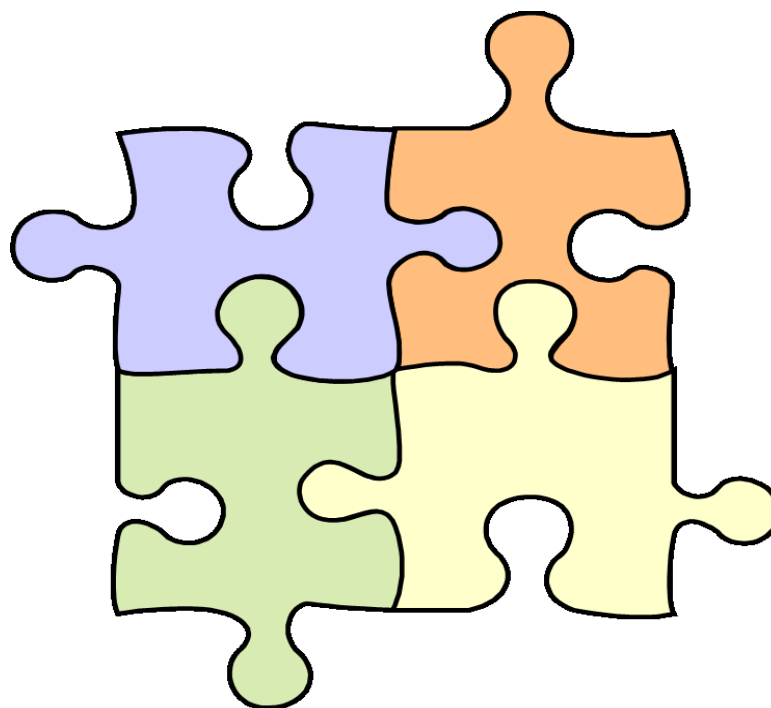


# Oklahoma Department of Mental Health and Substance Abuse Services

## RED ROCK BEHAVIORAL HEALTH SVC (553)

### 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	
<b>Agency</b>	88	13	100	0	0	88	0	13	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	25	0	0	100	25	0	0	25
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

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	0	8
Units of Service	0	0	193
Avg Hours Per Client	0.0	0.0	24.1
Avg Daily Census	0	0	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Summary Number of Positive Results =1 Number of Results Needing Improvement =0

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	47.9	1	2	50.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

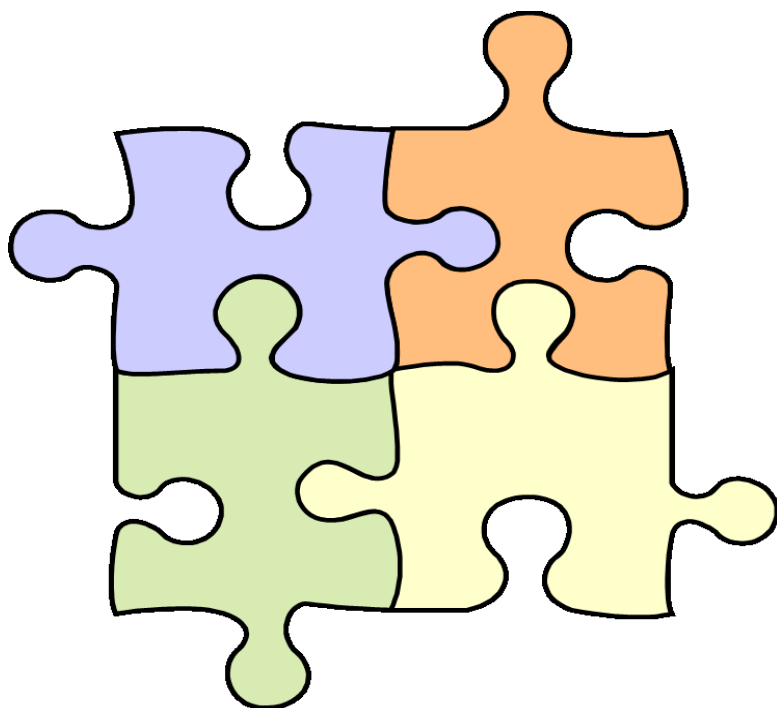
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	83	17	100	0	0	83	0	17	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	17	17	67	50	0	83	0	0	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	55.3	1	6	16.7	☹
	Planned Discharges	35	47.9	4	5	80.0	☺
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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.

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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 Denominator** - The number of clients at risk for the indicator event.

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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.
- 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.

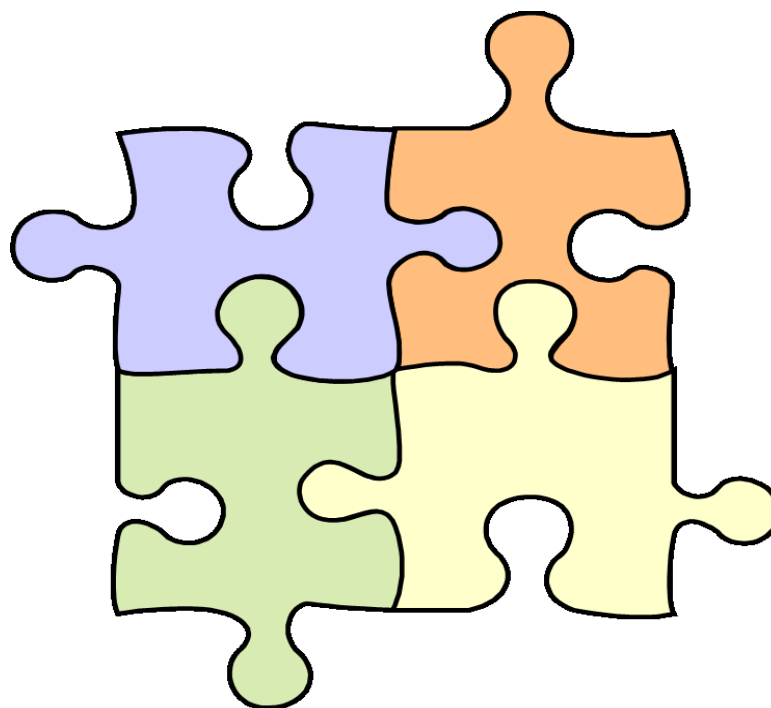


# Oklahoma Department of Mental Health and Substance Abuse Services

## TRI-CITY SUBSTANCE ABUSE CTR (639)

### 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	
<b>Agency</b>	80	20	0	25	59	54	7	33	0	2	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	37	33	85	43	9	59	22	0	8	1	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>	DUI Convictions		6.5	3	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>	Mortality		0.2	# Clients in Year before Treatment	# Deaths in Year After Treatment	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<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						

## 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 Denominator** - 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:

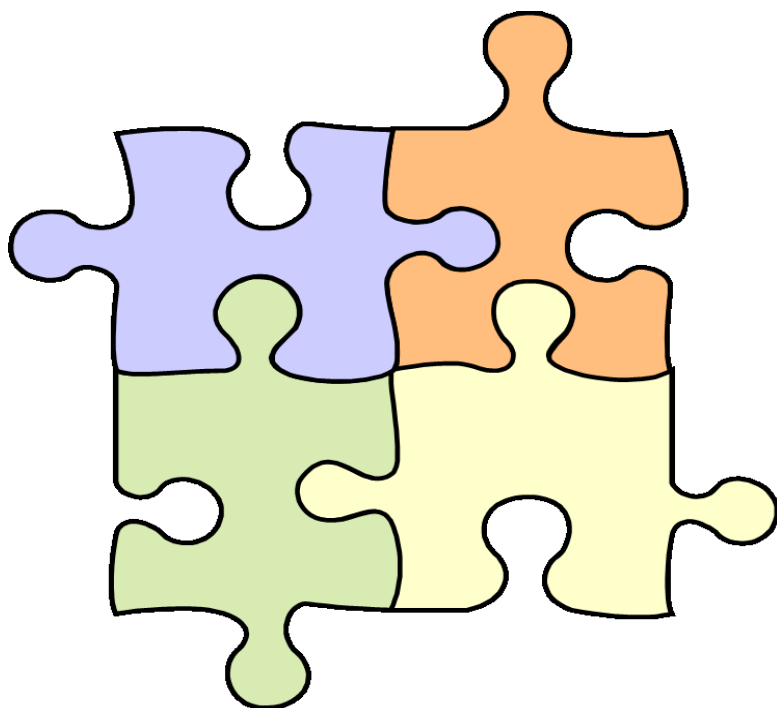
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# Oklahoma Department of Mental Health and Substance Abuse Services

**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)**

**Clients Admitted and Served** **Drug Court Clients**  
**at the Agency (CY02)**  
**9**

**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	
<b>Agency</b>	78	22	100	0	0	78	11	11	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	<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				
<b>Agency</b>	0	0	44	0	11	100	22	0	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
<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	
3	0	0	1	0	4	3	0	0	0	0	\$9,600.00

**Clients Admitted and Served by Level of Care**

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

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

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**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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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						
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							
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## Short-Term Indicator Notes:

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- Measures
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  - **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.
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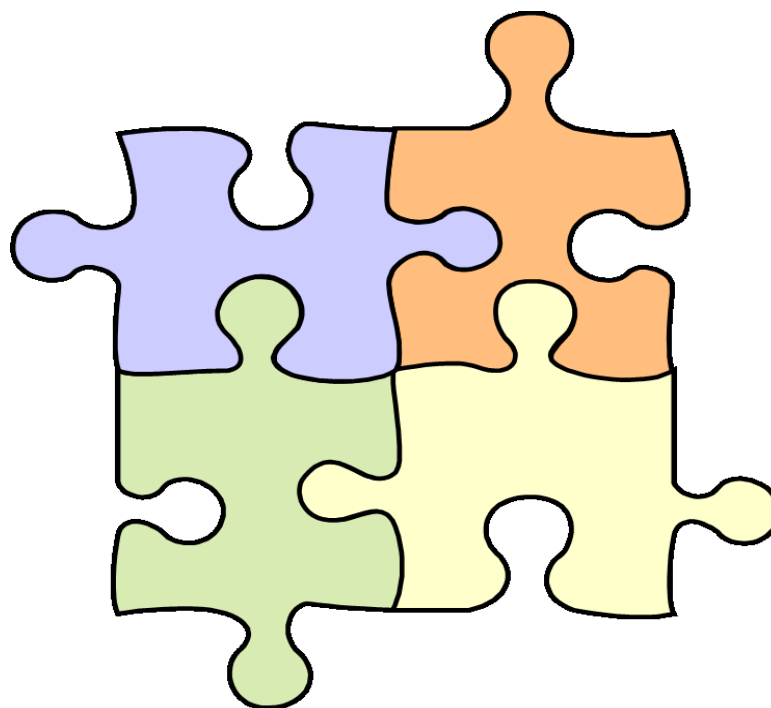


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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

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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)**

**Drug Court Clients**  
**Clients Admitted and Served**  
**at the Agency (CY02)**  
**118**

**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	
<b>Agency</b>	70	30	0	33	59	83	4	8	0	1	1
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	<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				
<b>Agency</b>	49	37	46	62	4	72	18	1	4	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
<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	
0	0	2	4	0	6	2	0	0	1	4	\$100,931.00

**Clients Admitted and Served by Level of Care**

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

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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
	<u>Count</u>	<u>Percent</u>										
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>	DUI Convictions		6.5	1	0	0.0	☺
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	5	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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%	☹
<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						

## 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 Denominator** - 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:

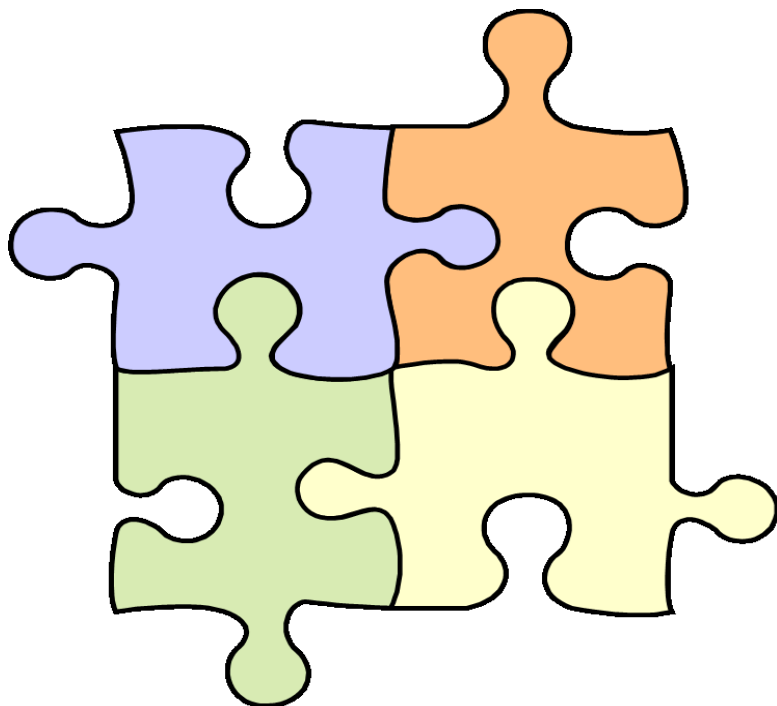
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	70	30	0	36	57	61	2	26	0	4	1
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	38	29	48	42	6	46	43	2	16	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
		<u>Count</u>	<u>Percent</u>									
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		91.0	31	36	86.1	☹
	Engagement in Treatment		86.3	27	36	75.0	☹
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
<b>Consumer Survey (FY02 Clients)</b>							
			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:
  - the service 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 Denominator** - 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.

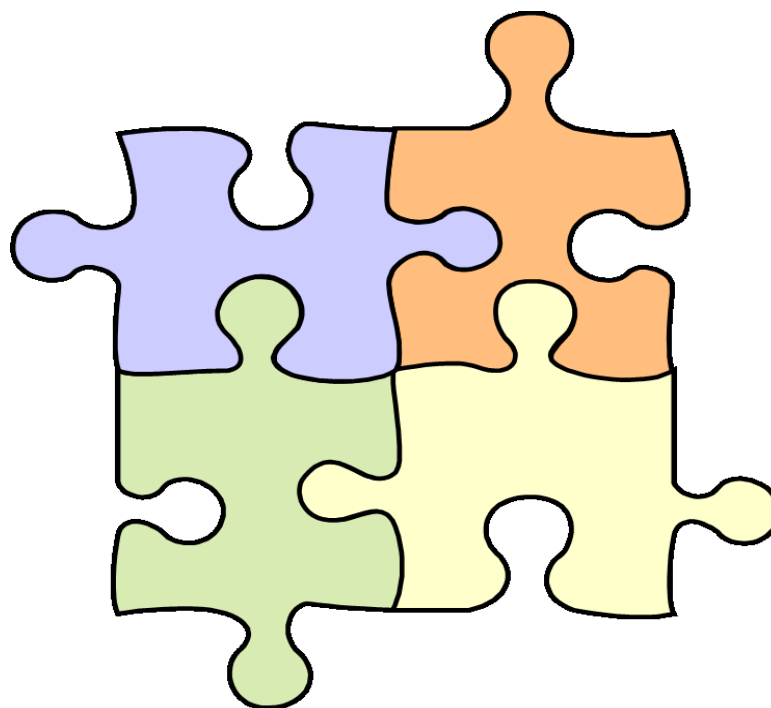


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	62	38	0	16	76	65	3	15	1	0	1
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	<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				
<b>Agency</b>	58	49	75	32	10	61	49	3	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
<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	
0	0	2	2	0	4	1	0	0	0	0	\$80,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		91.0	57	62	91.9	☺
	Engagement in Treatment		86.3	56	62	90.3	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

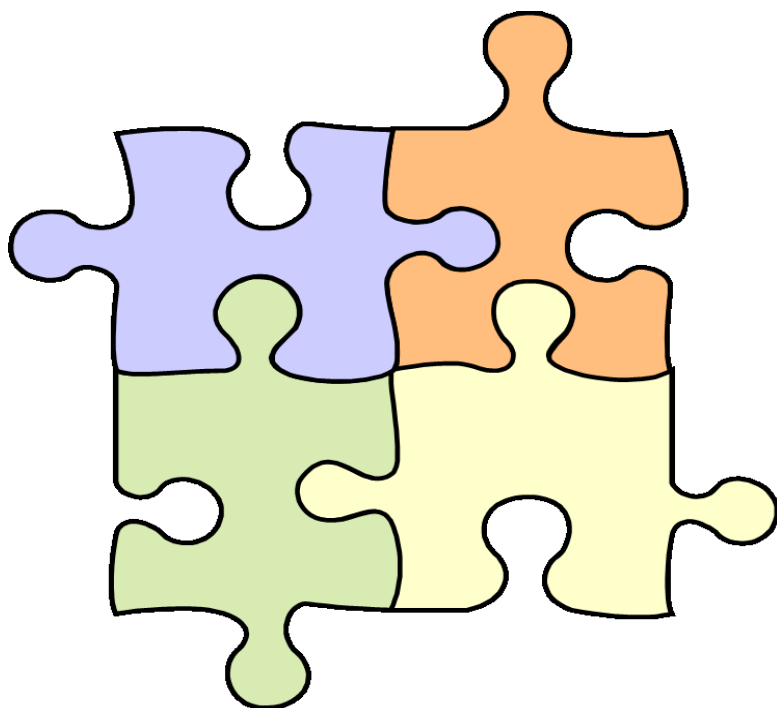
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	51	49	0	11	73	66	29	5	0	0	1
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	32	26	72	33	48	49	13	5	11	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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 Number of Positive Number of Results Needing  
 Summary Results =6 Improvement =6

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		91.0	50	55	90.9	☹
	Engagement in Treatment		86.3	48	55	87.3	☺
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		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	☺	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	0.2	59	0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹	
<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						

## 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 Denominator** - 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.

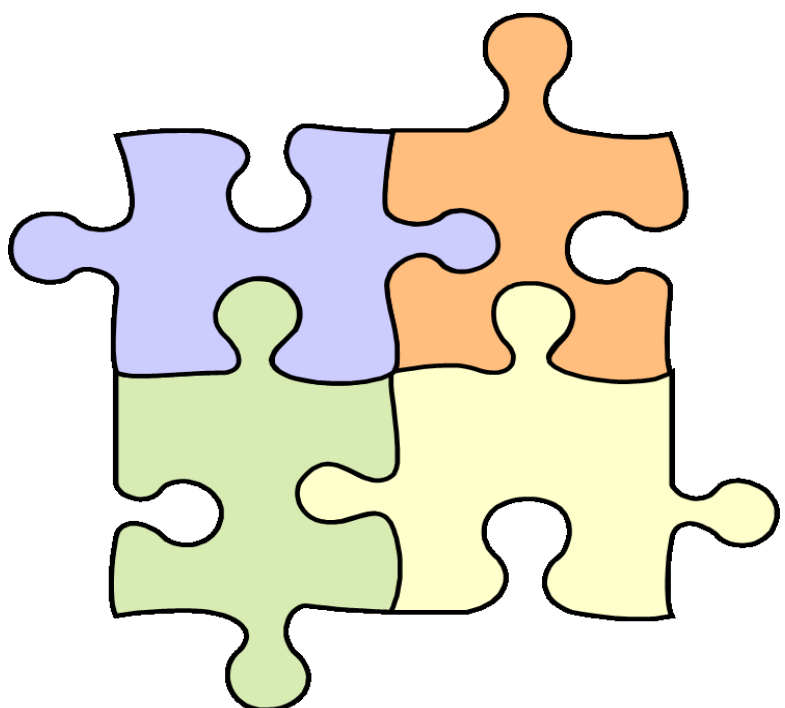


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	75	25	0	23	60	60	26	7	0	5	3
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	15	10	63	21	25	47	16	0	5	18	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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	☺
<b>Residential</b>	Readmissions within 30 days	2					
	Readmissions within 90 days	6					
	Level of Functioning Improvement	80					
	Planned Discharges	85					
	14-Day Followup	35					
	Engagement in Treatment						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Engagement in Treatment		86.3	99	110	90.0	☺
<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
<b>Recidivism</b>							
	DUI Convictions		6.5	5	0	0.0	☺
	Incarceration		40.0	10	4	40.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	89	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☹
<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						

## 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 Denominator** - 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:

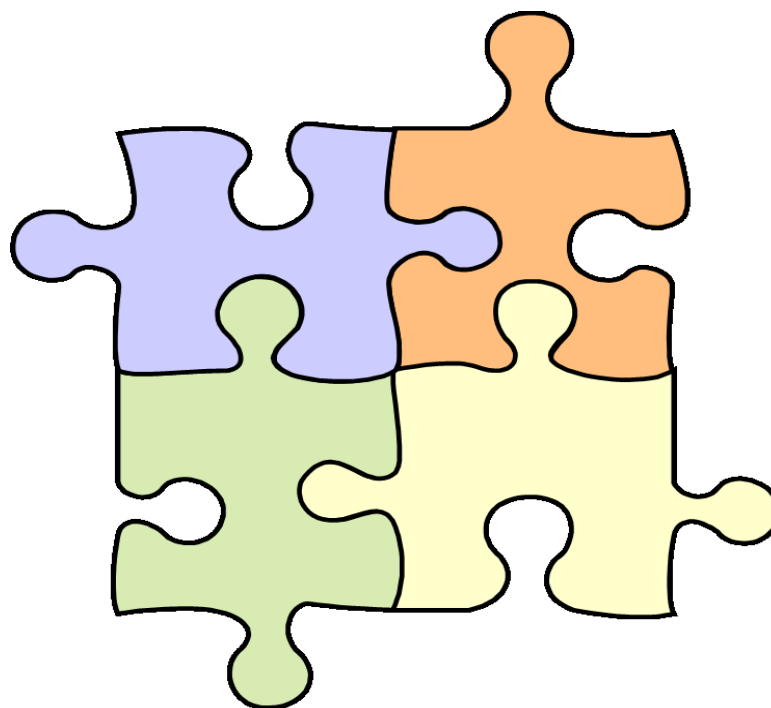
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	58	43	0	18	78	53	20	28	0	0	5
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	58	43	43	53	23	48	40	10	15	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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	0	40
Units of Service	0	0	2,640
Avg Hours Per Client	0.0	0.0	66.0
Avg Daily Census	0	0	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												
Clients Not Seen Within 90 Days		Count	Percent									
		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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	55.3	2	2	100.0	☺
	Planned Discharges	35	47.9	1	2	50.0	☺
	Employment	20					
	Initiation of Treatment		91.0	17	18	94.4	☺
	Engagement in Treatment		86.3	16	18	88.9	☺
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	1	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<b>Consumer Survey (FY02 Clients)</b>							
			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:
  - the service 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 Denominator** - 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.

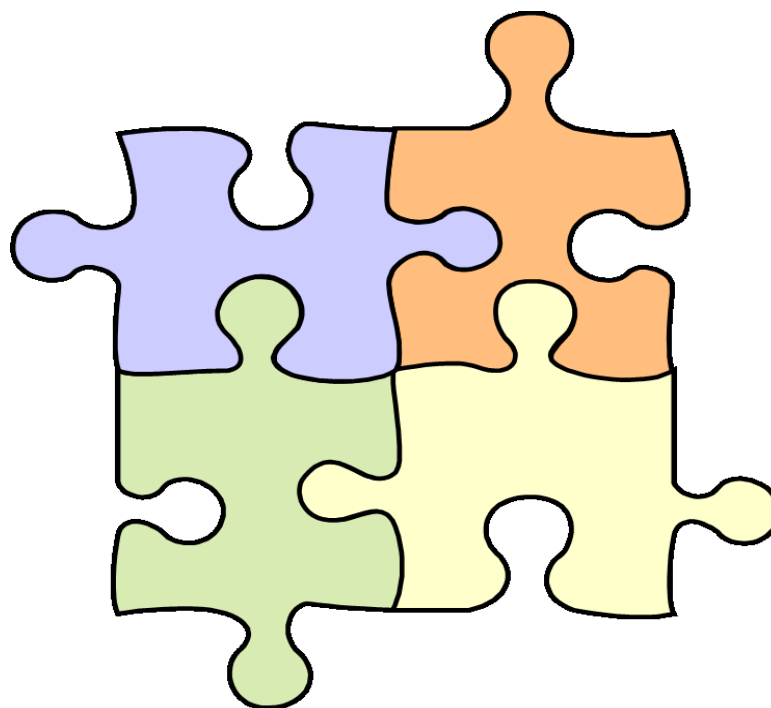


# Oklahoma Department of Mental Health and Substance Abuse Services

## NORMAN ALCOHOL INFORMATION CTR (906)

### 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)**

	<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	
<b>Agency</b>	72	28	26	33	35	89	4	3	0	0	1
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	<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				
<b>Agency</b>	15	10	63	26	15	76	36	3	6	22	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
<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	
4	0	5	7	0	16	12	0	0	2	4	\$112,100.00

**Clients Admitted and Served by Level of Care**

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

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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
	<u>Count</u>	<u>Percent</u>										
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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		91.0	6	6	100.0	☺
	Engagement in Treatment		86.3	6	6	100.0	☺
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
	DUI Convictions	6.5	1	0	0.0	☺	
	Incarceration	40.0	1	1	100.0	☹	
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality	0.2	10	0	0.0	☺	
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺	
<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						

## 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 Denominator** - 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:

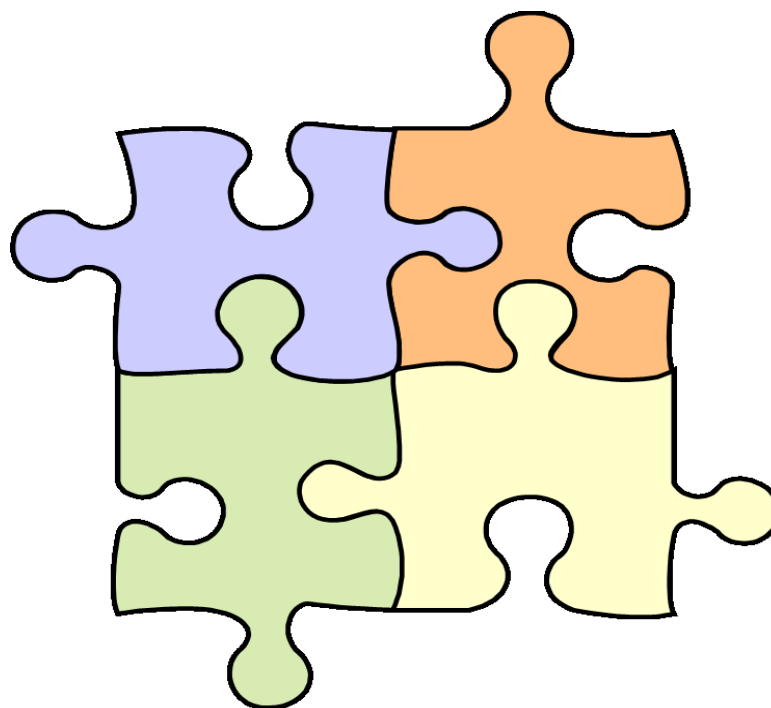
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**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	
<b>Agency</b>	62	38	0	30	65	74	3	23	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	32	19	42	30	0	39	12	1	0	0
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

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.

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Engagement in Treatment		86.3	33	35	94.3	☺
<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
<b>Recidivism</b>	DUI Convictions		6.5	2	0	0.0	☺
	Incarceration		40.0	3	0	0.0	☺
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	45	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<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						

## 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 Denominator** - 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.

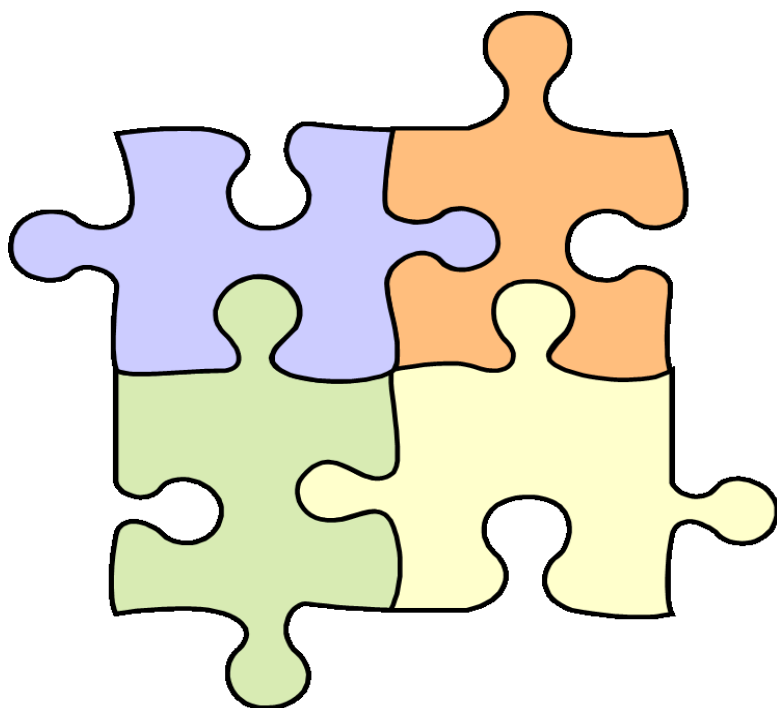


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	49	51	0	11	78	54	39	4	0	3	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	35	31	60	29	49	60	19	1	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 DRUG RECOVERY, INC. (910)

Drug Court Clients

Indicator Summary Number of Positive Results =9 Number of Results Needing Improvement =7

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<u>Long-Term Outcomes (CY00 Clients)</u>							
<b>Recidivism</b>		State Average (%)		# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions	6.5		4	2	50.0	☹
	Incarceration	40.0		7	6	85.7	☹
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality	0.2		65	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>		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%	☹
<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						

## 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 Denominator** - 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:

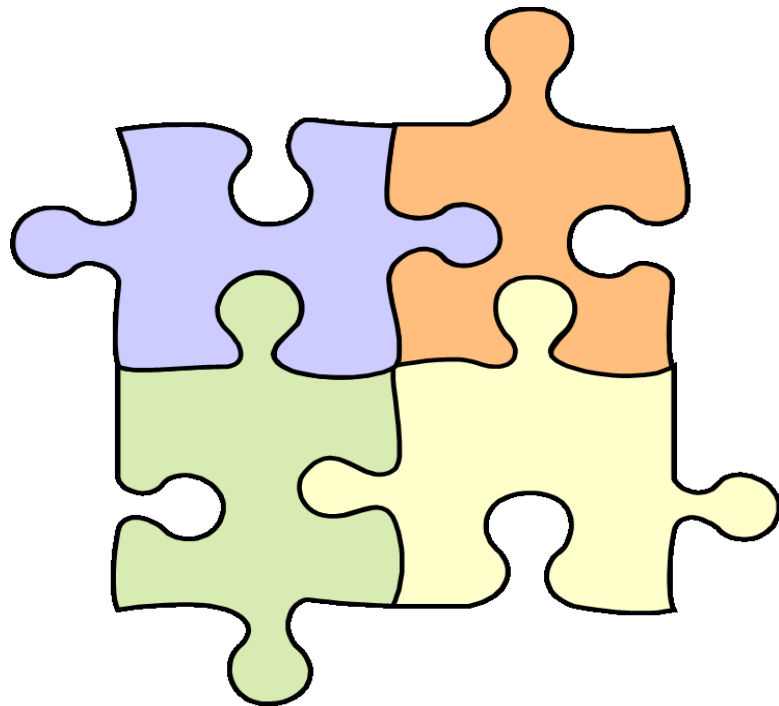
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

**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	
<b>Agency</b>	58	42	89	11	0	37	5	47	0	0	0
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	11	5	89	11	0	89	16	5	0	0	
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13	
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
	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Engagement in Treatment		86.3	1	1	100.0	☺
<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
<b>Recidivism</b>	DUI Convictions		6.5	13	0	0.0	☺
	Incarceration		40.0	4	0	0.0	☺
<b>Post Discharge</b>	Mortality		0.2	# Clients in Year before Treatment 60	# Deaths in Year After Treatment 0	0.0	☺
	<b>Difference Between Pre &amp; Post Treatment</b>		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%	☺
<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						

## 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 Denominator** - 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.

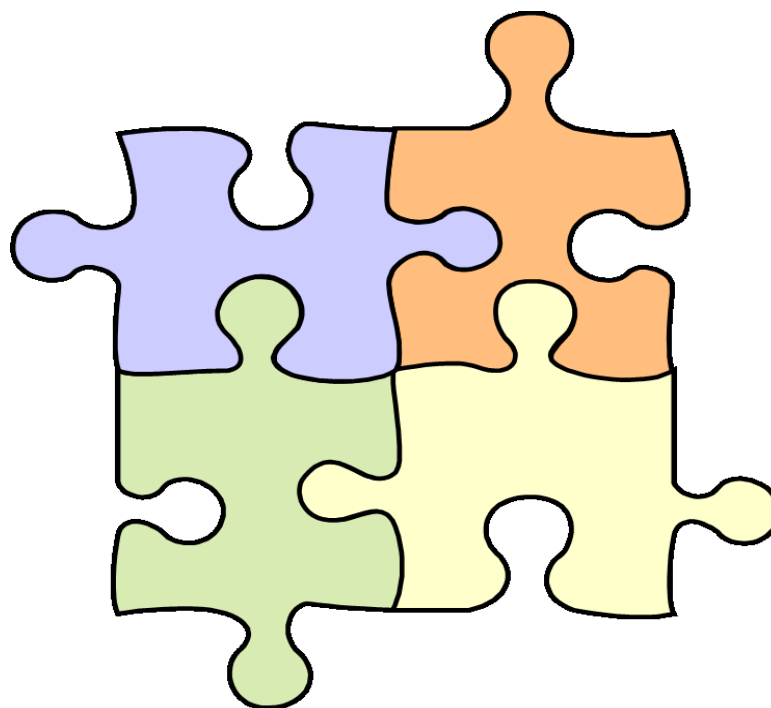


# Oklahoma Department of Mental Health and Substance Abuse Services

## GATEWAY TO PREVENTION/RECOVERY (934)

### 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	
<b>Agency</b>	81	19	0	21	72	70	5	16	0	2	2
<b>State Avg</b>	69	31	5	24	60	68	12	15	0	2	1

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	40	30	74	14	12	58	28	0	0	0
<b>State Avg</b>	31	24	61	35	16	54	23	2	7	13

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.

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality		0.2	1	0	0.0	☺
<b>Difference Between Pre &amp; Post Treatment</b>			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%	☺
<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						

## 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 Denominator** - 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:

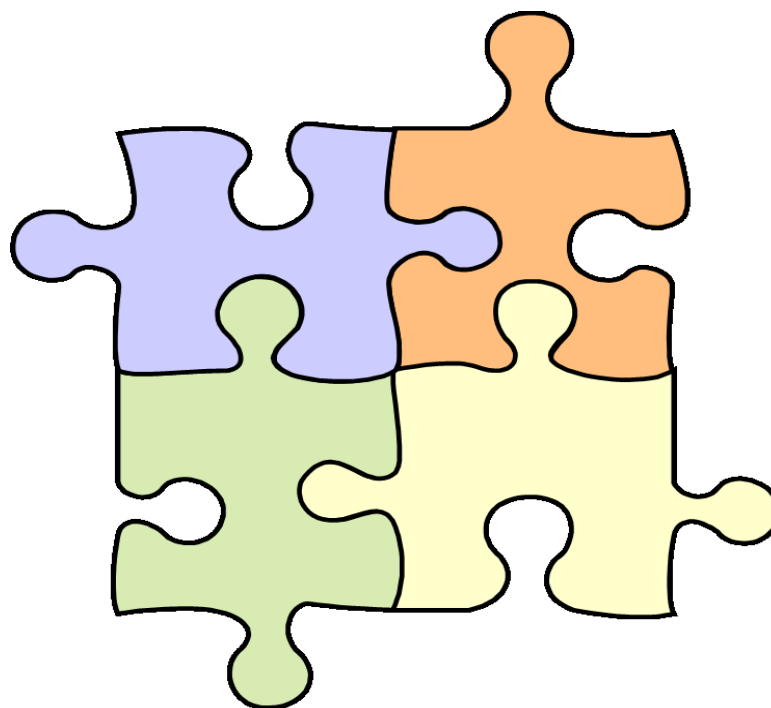
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	16	84	0	44	52	88	4	8	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	32	20	72	32	4	32	8	4	8	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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						48.5			36.8	5	25.0	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3	11	55.0	46.6
63 Moved									31.6	2	10.0	5.4
64 Transferred						11.8				1	5.0	6.5
65 Incarcerated												0.4
66 Broke Rules						13.2			21.1	1	5.0	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

**General Notes:**

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

TANF 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	30	34	88.2	☺
	Engagement in Treatment		68.9	20	34	58.8	☹
<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	
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
	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						

## 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 Denominator** - 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.

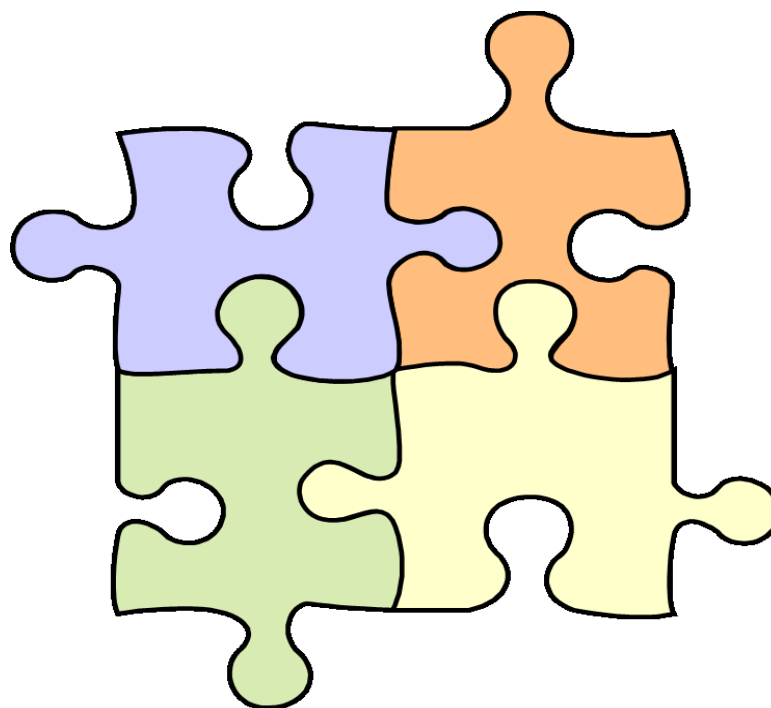


# Oklahoma Department of Mental Health and Substance Abuse Services

## THE 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	
<b>Agency</b>	2	98	0	26	72	39	52	7	0	2	5
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	15	11	61	15	21	69	21	5	2	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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)

TANF Clients

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

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Initiation of Treatment		82.8	38	47	80.9	☹
	Engagement in Treatment		68.9	36	47	76.6	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

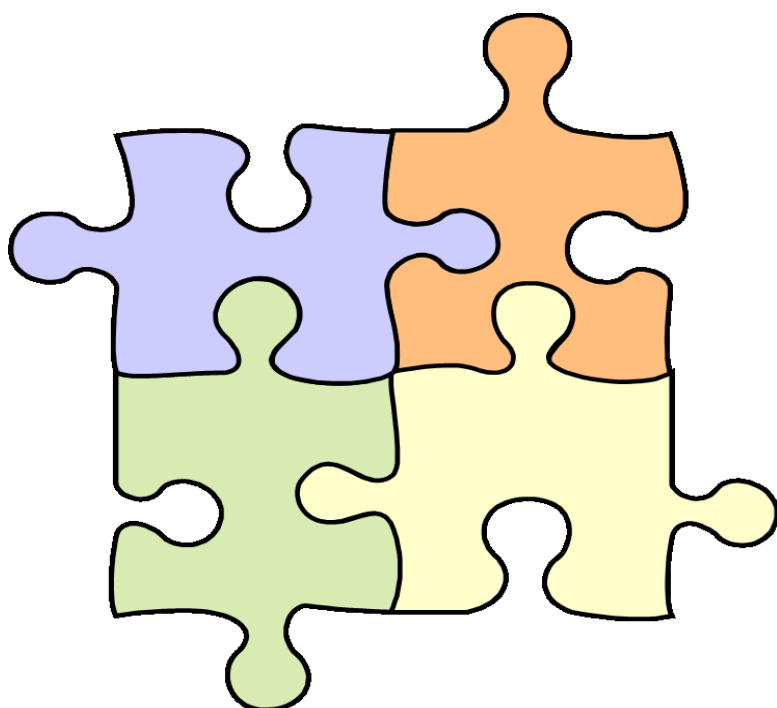
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

## 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	
<b>Agency</b>	7	93	1	39	57	72	12	9	2	2	2
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	23	12	82	29	5	55	24	7	2	11
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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)**

**TANF Clients**

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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

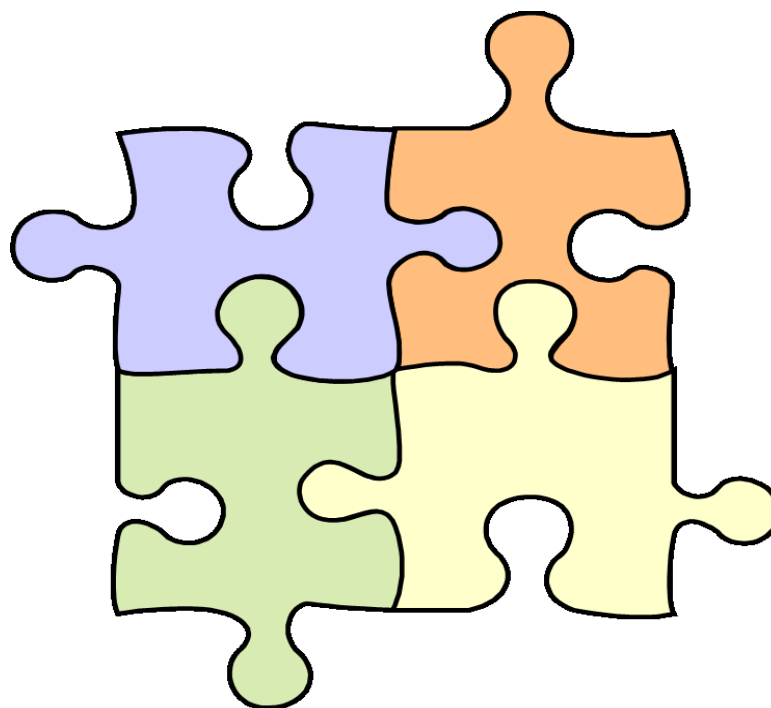


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	0	100	0	36	50	43	21	36	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	21	7	71	7	36	50	29	21	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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							48.5			36.8	7	53.8	18.6
61 Completed Court Commitment							1.5						1.0
62 Left ACA/ 90 Days							4.4			5.3	2	15.4	46.6
63 Moved										31.6			5.4
64 Transferred							11.8				1	7.7	6.5
65 Incarcerated													0.4
66 Broke Rules							13.2			21.1			3.5
67 AWOL							20.6			5.3	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

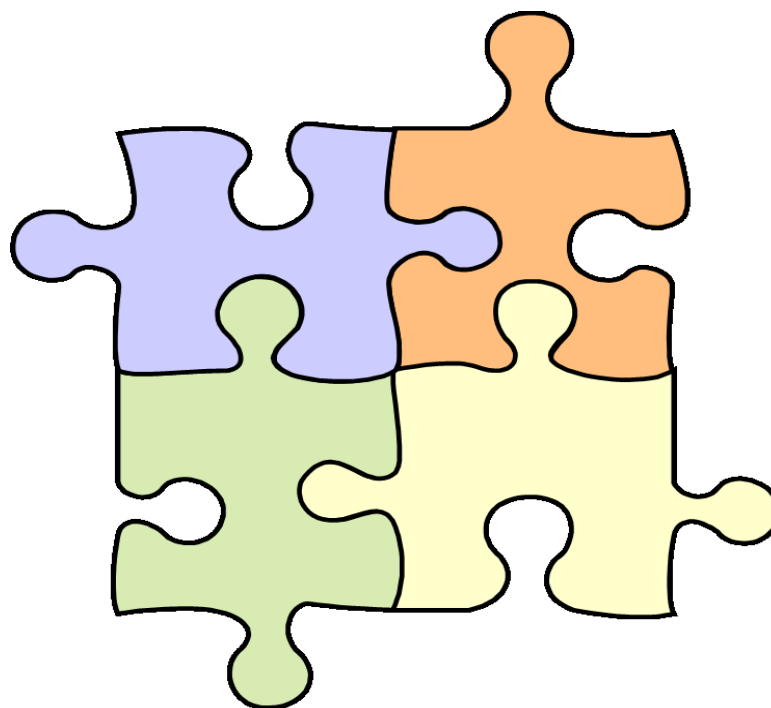
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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	
<b>Agency</b>	0	100	0	17	83	67	17	17	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	33	33	17	17	33	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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							48.5			36.8	1	100.0	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	2	66.7

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

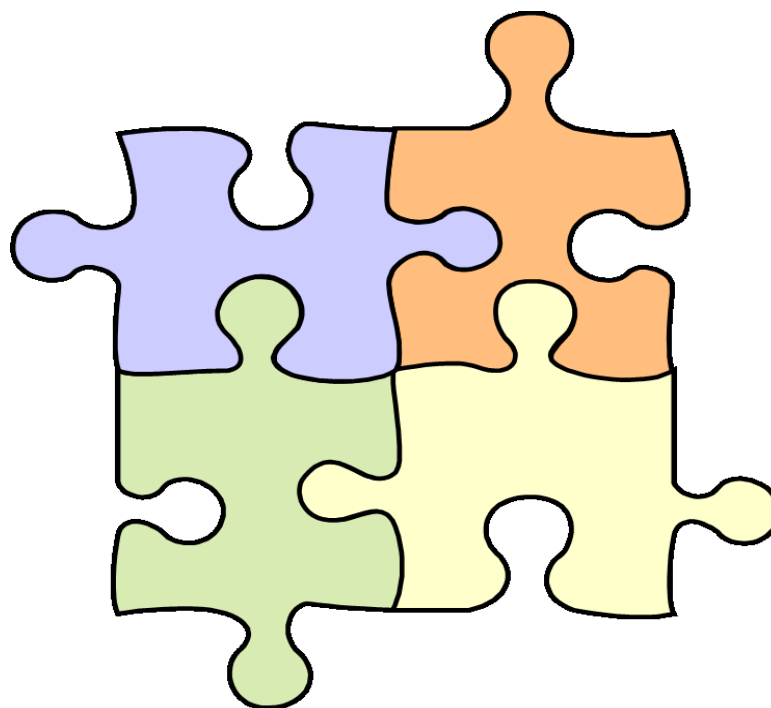


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	9	91	12	30	57	60	9	28	1	0	2
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	42	33	60	43	14	59	35	5	0	48	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	1	2	3	1	7	1	0	0	0	0	\$239,160.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	52	0
Units of Service	0	1,732	0
Avg Hours Per Client	0.0	33.3	0.0
Avg Daily Census	0	5	0
			30
			707
			23.6
			2

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =9

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

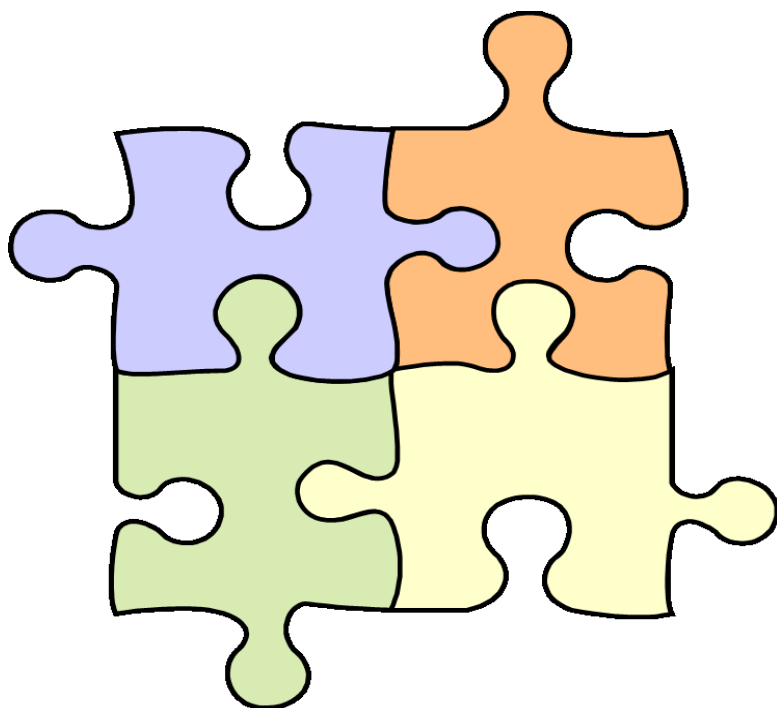
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

	<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	
<b>Agency</b>	0	100	0	20	80	40	20	20	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	20	20	60	20	40	40	20	60	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
1	1	1	2	0	5	0	0	1	0	0	\$10,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	5
Units of Service	0	0	21
Avg Hours Per Client	0.0	0.0	4.2
Avg Daily Census	0	0	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment							48.5			36.8		18.6
61 Completed Court Commitment							1.5					1.0
62 Left ACA/ 90 Days							4.4			5.3	1	25.0
63 Moved										31.6		5.4
64 Transferred							11.8					6.5
65 Incarcerated												0.4
66 Broke Rules							13.2			21.1	3	75.0
67 AWOL							20.6			5.3		3.9
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

TANF 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	5	6	83.3	☺
	Engagement in Treatment		68.9	1	6	16.7	☹
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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.

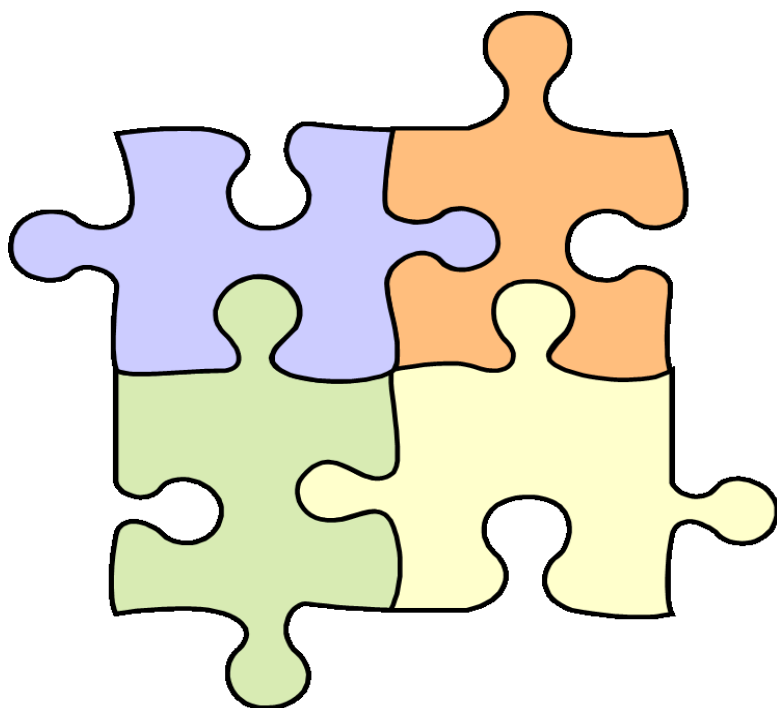


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	10	90	3	33	62	62	8	21	0	3	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	15	13	67	26	10	49	18	13	3	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	0	0	7	1	8	1	0	4	0	2	\$10,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	39
Units of Service	0	0	282
Avg Hours Per Client	0.0	0.0	7.2
Avg Daily Census	0	0	1

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

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

**TANF Clients**

**Indicator Summary** Number of Positive Results =0 Number of Results Needing Improvement =3

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	21.1	2	14	14.3	⊖
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	22	39	56.4	⊖
	Engagement in Treatment		68.9	14	39	35.9	⊖
<b>Long-Term Outcomes (CY00 Clients)</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
<b>Consumer Survey (FY02 Clients)</b>			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 Denominator** - 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:

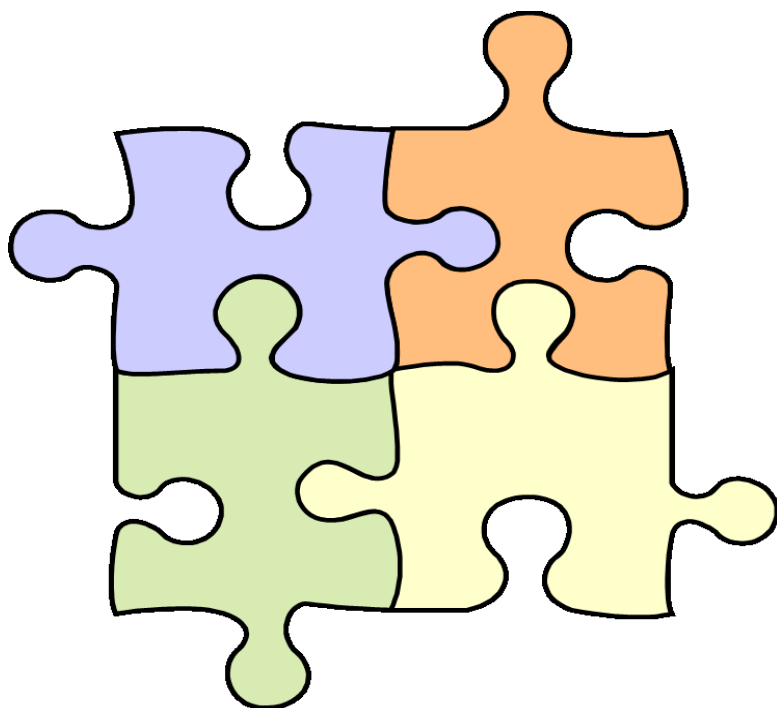
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency,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

### 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	
<b>Agency</b>	0	100	0	0	100	50	0	0	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	100	50	0	50	0	50	50	0	0	50
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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		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	100.0

	Count	Percent
Clients Not Seen Within 90 Days	1	50.0

**General Notes:**

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

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

**Descriptive Statistics Notes:**

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

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

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

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

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

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

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

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 RED ROCK WEST (558)

TANF Clients

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

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹

<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
<b>Recidivism</b>	DUI Convictions					
	Incarceration					
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment		
<b>Difference Between Pre &amp; Post Treatment</b>	DUI Convictions		Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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:

- 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 Denominator** - 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.

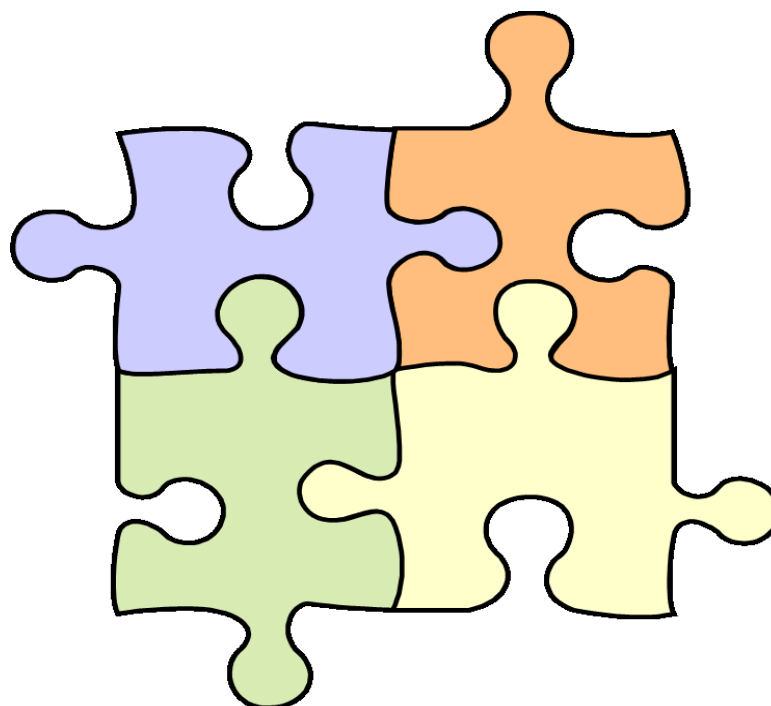


# Oklahoma Department of Mental Health and Substance Abuse Services

**12 & 12, INC. (640)**

**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)**

	<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	
<b>Agency</b>	0	100	0	23	69	62	38	0	0	0	8
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	15	15	69	15	15	77	15	8	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
3	1	4	1	0	9	5	0	0	0	1	\$25,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	13
Units of Service	0	0	353
Avg Hours Per Client	0.0	0.0	27.2
Avg Daily Census	0	0	1

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>			
	N	%	State %	N	%	State %	N	%	State %	N	%	State %	
60 Completed Treatment							48.5			36.8	2	15.4	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				5	38.5	6.5
65 Incarcerated													0.4
66 Broke Rules							13.2			21.1	1	7.7	3.5
67 AWOL							20.6			5.3			3.9
68 Death													0.2
69 Failed to Begin Treatment											5	38.5	11.3
91 Administrative Discharge													2.7

	<u>Count</u>	<u>Percent</u>
Clients Not Seen Within 90 Days	1	9.1

**General Notes:**

**Agency Comparison** - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

**Data Acquisition** - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**12 & 12, INC. (640)**

**TANF Clients**

**Indicator Summary**    Number of Positive Results =4    Number of Results Needing Improvement =2

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>							
		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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					
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	21.1	1	4	25.0	☹
	Planned Discharges	35	23.3	2	4	50.0	☺
	Employment	20					
	Initiation of Treatment		82.8	9	13	69.2	☹
	Engagement in Treatment		68.9	9	13	69.2	☺
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>			State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	DUI Convictions						
	Incarceration						
	Median Wages						
	Clients With Wages						
<b>Consumer Survey (FY02 Clients)</b>							
			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:
  - the service 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 Denominator** - 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:

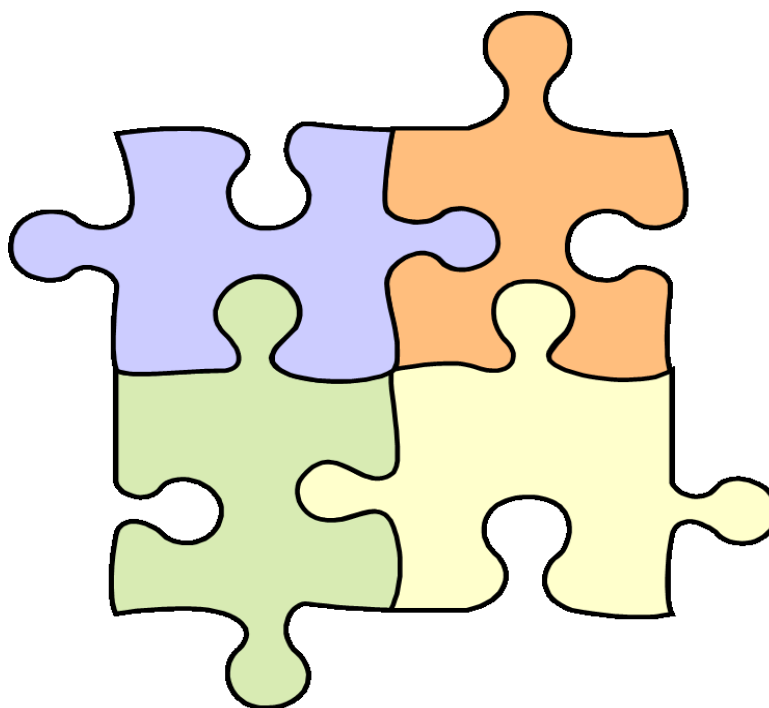
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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., 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., CDTC (642)**

**Clients Admitted and Served**  
**at the Agency (CY02)**  
**1**

**TANF 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	
<b>Agency</b>	100	0	0	0	100	100	0	0	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	100	100	0	100	0	100	0	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

<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	
4	0	0	0	0	4		1	0	0	0	3	\$10,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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

	<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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 OPPORTUNITIES, INC., CDTC (642)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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					
<b>Halfway</b>	Initiation of Treatment						
	Engagement in Treatment						
	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
<b>Outpatient</b>	Initiation of Treatment		82.8	0	1	0.0	☹
	Engagement in Treatment		68.9	0	1	0.0	☹
	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
<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	
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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.

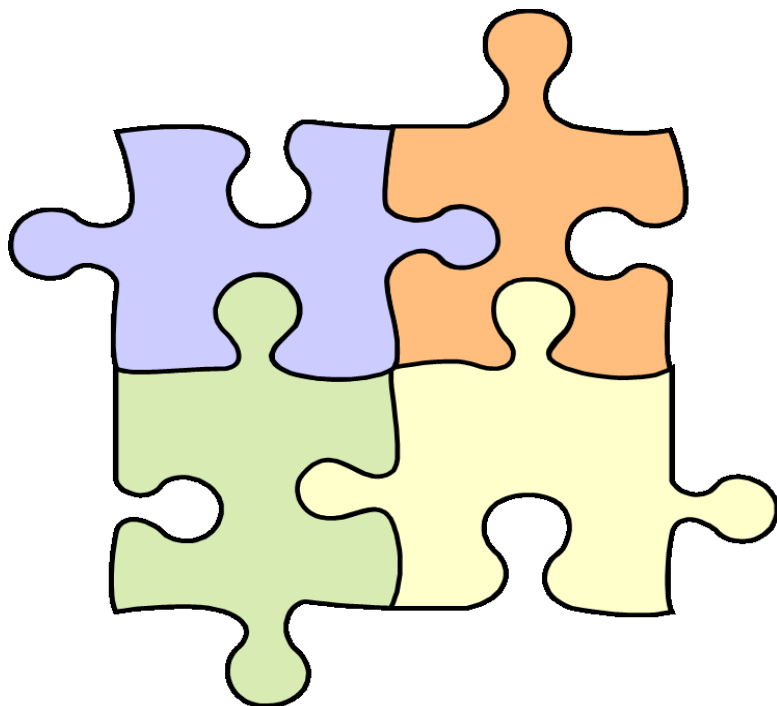


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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

**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)**

	<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	
<b>Agency</b>	42	58	0	21	79	84	0	11	0	5	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	47	47	63	32	5	37	26	5	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	2	1	3	0	6	2	1	0	0	4	\$10,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 NEW HOPE OF MANGUM (643)

TANF Clients

Indicator Summary Number of Positive Results =5 Number of Results Needing Improvement =0

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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					
	Initiation of Treatment						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	1	2	50.0	☺
	Employment	20					
	Initiation of Treatment		82.8	16	17	94.1	☺
	Engagement in Treatment		68.9	13	17	76.5	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

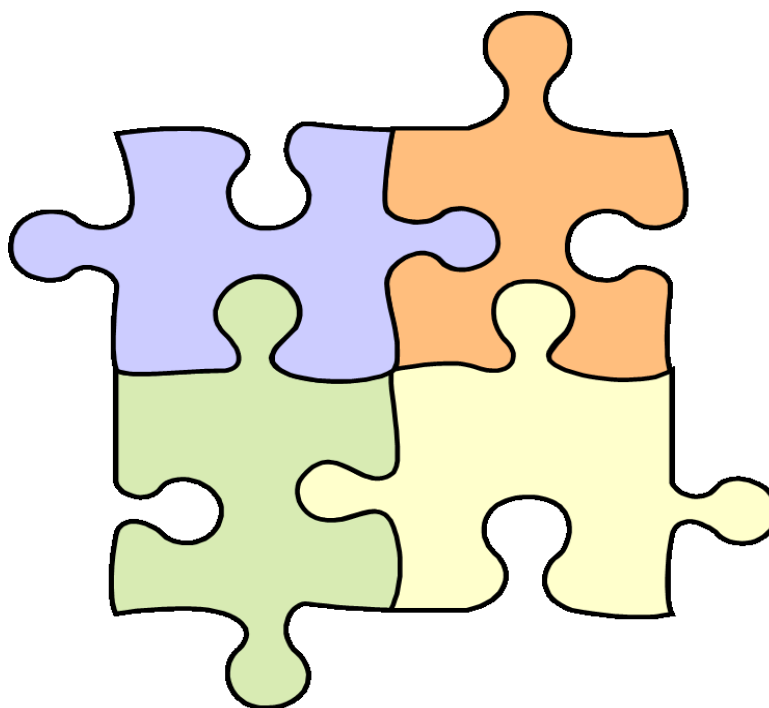
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)**

	<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	
<b>Agency</b>	34	66	0	45	50	58	11	24	0	5	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	13	8	68	32	11	45	13	5	5	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
6	0	6	5	0	17	10	0	5	0	1	\$30,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	38
Units of Service	0	0	255
Avg Hours Per Client	0.0	0.0	6.7
Avg Daily Census	0	0	1

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>			
	N	%	State %	N	%	State %	N	%	State %	N	%	State %	
60 Completed Treatment							48.5			36.8	9	25.7	18.6
61 Completed Court Commitment							1.5				3	8.6	1.0
62 Left ACA/ 90 Days							4.4			5.3	19	54.3	46.6
63 Moved										31.6	1	2.9	5.4
64 Transferred							11.8				1	2.9	6.5
65 Incarcerated											1	2.9	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	2.9	11.3
91 Administrative Discharge													2.7

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

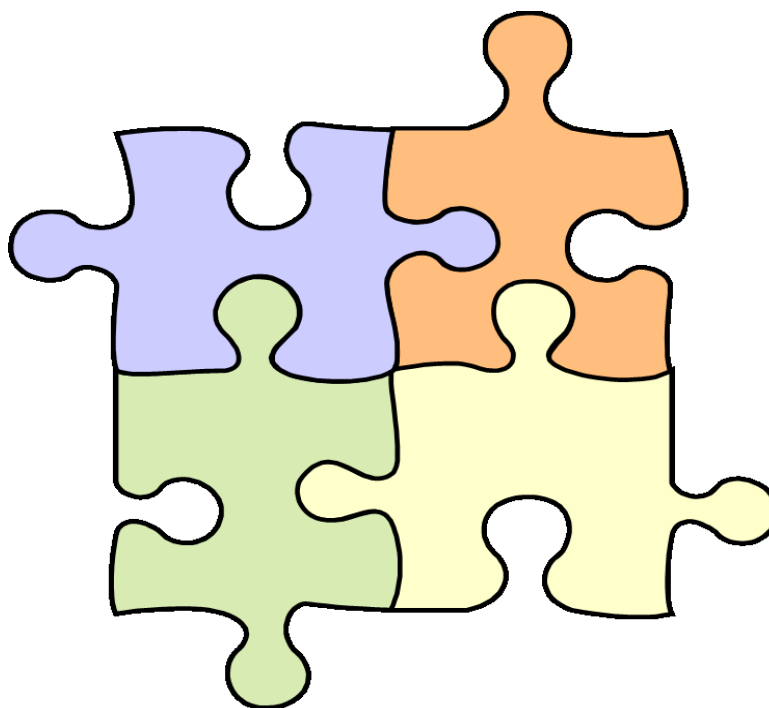


# Oklahoma Department of Mental Health and Substance Abuse Services

**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)**

	<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	
<b>Agency</b>	23	78	46	19	34	64	23	14	0	0	1
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	13	10	18	16	8	31	51	5	3	54	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	1	3	1	0	5	0	0	1	0	2	\$64,520.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	2	1	20
Units of Service	7	59	1,051
Avg Hours Per Client	3.5	59.0	52.6
Avg Daily Census	0	0	3
			4

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment				1	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
67 AWOL								20.6	1	5.3	5.3	3.9
68 Death												0.2
69 Failed to Begin Treatment										5	8.9	11.3
91 Administrative Discharge												2.7

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	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	☺
<b>Residential</b>	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					
	Initiation of Treatment		98.3	7	7	100.0	☺
Engagement in Treatment		8.5	2	7	28.6	☺	
<b>Halfway</b>	Level of Functioning Improvement	80	100.0	1	1	100.0	☺
	Planned Discharges	90	100.0	2	2	100.0	☺
	Employment	80					
	Initiation of Treatment		100.0	3	3	100.0	☺
	Engagement in Treatment		100.0	3	3	100.0	☺
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	21	33	63.6	☹
	Engagement in Treatment		68.9	18	33	54.5	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

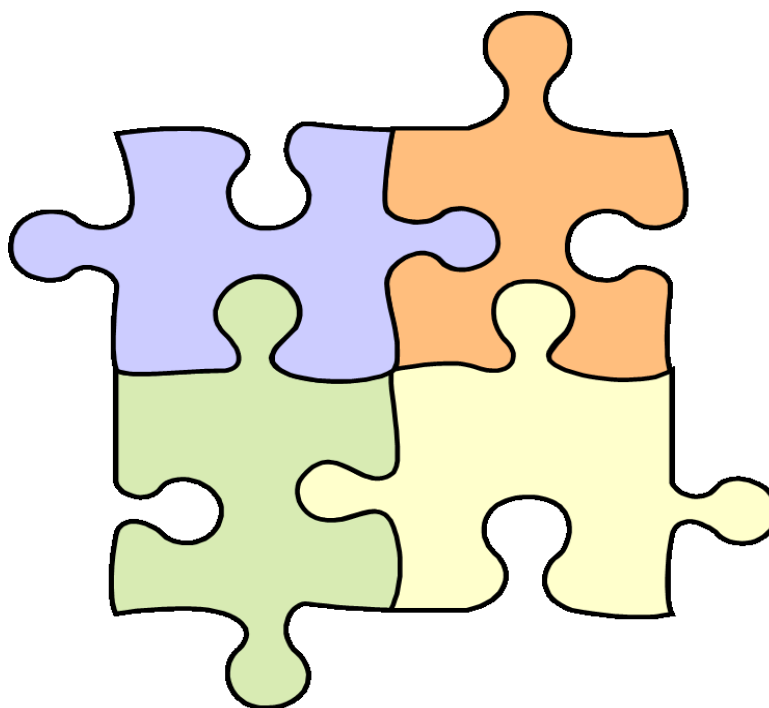
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)**

	<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	
<b>Agency</b>	25	75	5	45	45	60	0	25	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	30	15	50	55	0	70	5	5	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	1	7	3	0	11	0	0	0	0	9	\$25,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	19
Units of Service	0	0	29
Avg Hours Per Client	0.0	0.0	1.5
Avg Daily Census	0	0	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>			
	N	%	State %	N	%	State %	N	%	State %	N	%	State %	
60 Completed Treatment							48.5			36.8	5	26.3	18.6
61 Completed Court Commitment							1.5						1.0
62 Left ACA/ 90 Days							4.4			5.3	7	36.8	46.6
63 Moved										31.6	1	5.3	5.4
64 Transferred							11.8				3	15.8	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											3	15.8	11.3
91 Administrative Discharge													2.7
	<u>Count</u>	<u>Percent</u>											
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

**Oklahoma Department of Mental Health and Substance Abuse Services**  
**Provider Performance Management Report Prepared October 2003**  
**THE OAKS REHAB. SERVICES CTR (655)**

**TANF Clients**

**Indicator Summary** Number of Positive Results =9 Number of Results Needing Improvement =3

<b>Indicators:</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Short-Term Outcomes (CY02 Clients)</b>							
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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					
	Initiation of Treatment		98.3	1	1	100.0	☺
Engagement in Treatment		8.5	0	1	0.0	☹	
<b>Halfway</b>	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	☺
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		82.8	22	30	73.3	☹
	Engagement in Treatment		68.9	15	30	50.0	☹
<b>Long-Term Outcomes (CY00 Clients)</b>							
<b>Recidivism</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
<b>Consumer Survey (FY02 Clients)</b>							
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							

## 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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**14-Day Follow-up** - The amount of continuity of care occurring between two levels of care or two agencies. A client is counted as having a follow-up if a service is received at a lower level of care within 14 days of discharge. For detox, any service other than detox meets the requirement. For residential treatment, the follow-up service must be halfway house or outpatient. Follow-up services can only be counted if they 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 Denominator** - 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.

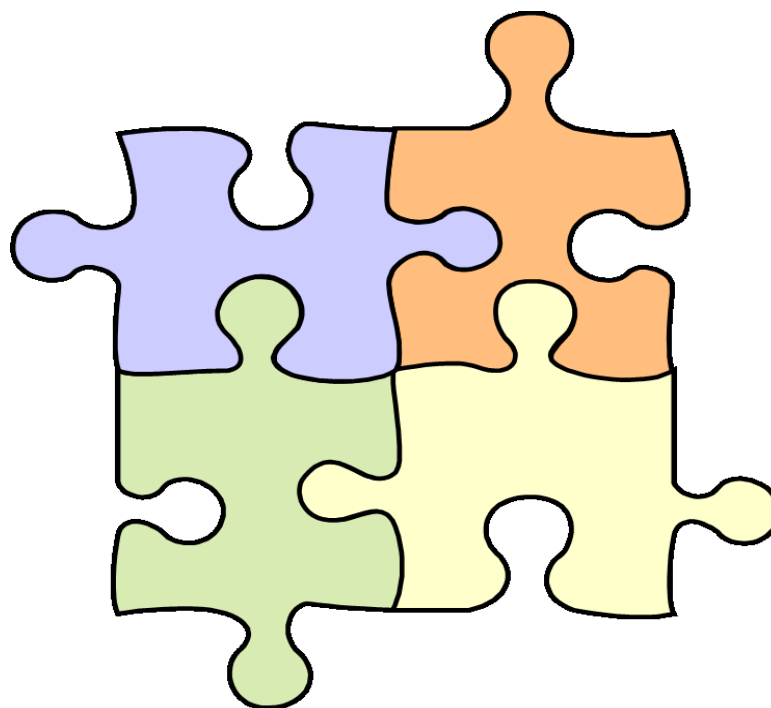


# Oklahoma Department of Mental Health and Substance Abuse Services

**FAMILY CRISIS CTR, INC. (684)**

**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**  
**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	
<b>Agency</b>	13	88	3	40	50	53	8	38	0	0	5
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	5	4	70	10	0	20	8	8	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 FAMILY CRISIS CTR, INC. (684)

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	2	5	40.0	☺
	Employment	20					
	Initiation of Treatment		82.8	27	45	60.0	☹
	Engagement in Treatment		68.9	13	45	28.9	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

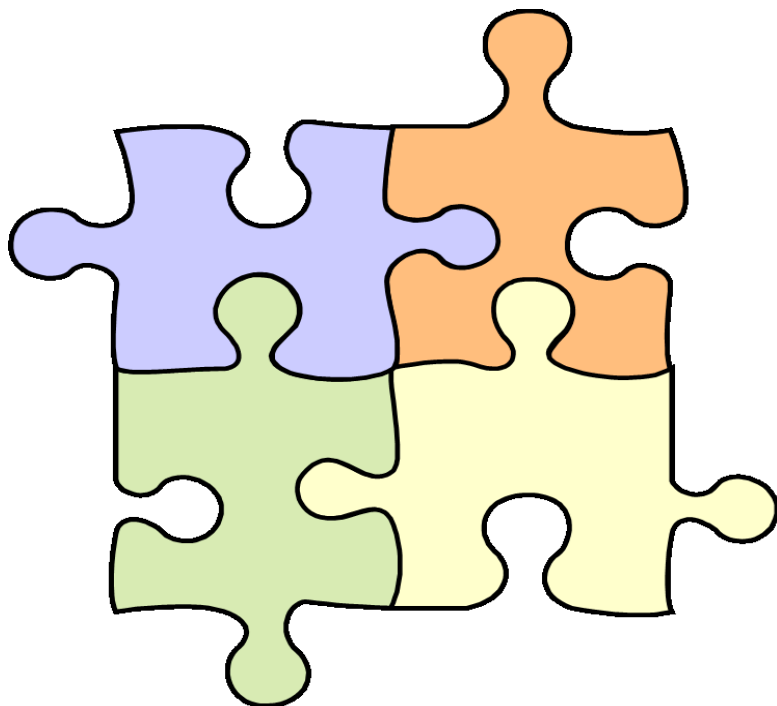
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)

### 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	
<b>Agency</b>	12	88	0	29	71	88	6	6	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	12	12	100	6	18	59	6	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 MEADOW BROOK RESCARE (765)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

**Indicators:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	18	18	100.0	☺
	Engagement in Treatment		68.9	13	18	72.2	☺
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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.

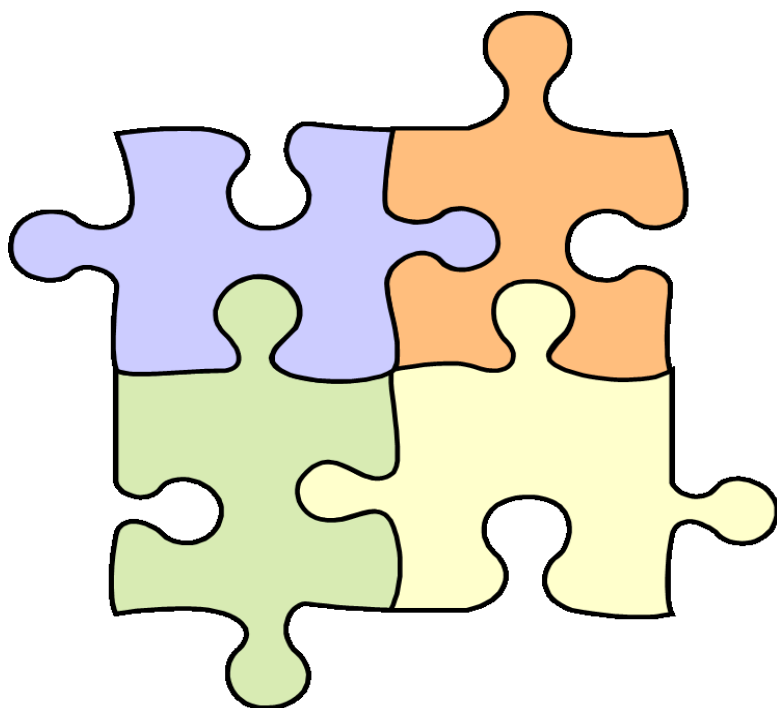


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	5	95	0	37	61	45	30	20	0	4	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	9	5	61	18	6	49	10	12	1	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	179	182	98.4	☺
	Engagement in Treatment		68.9	173	182	95.1	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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:

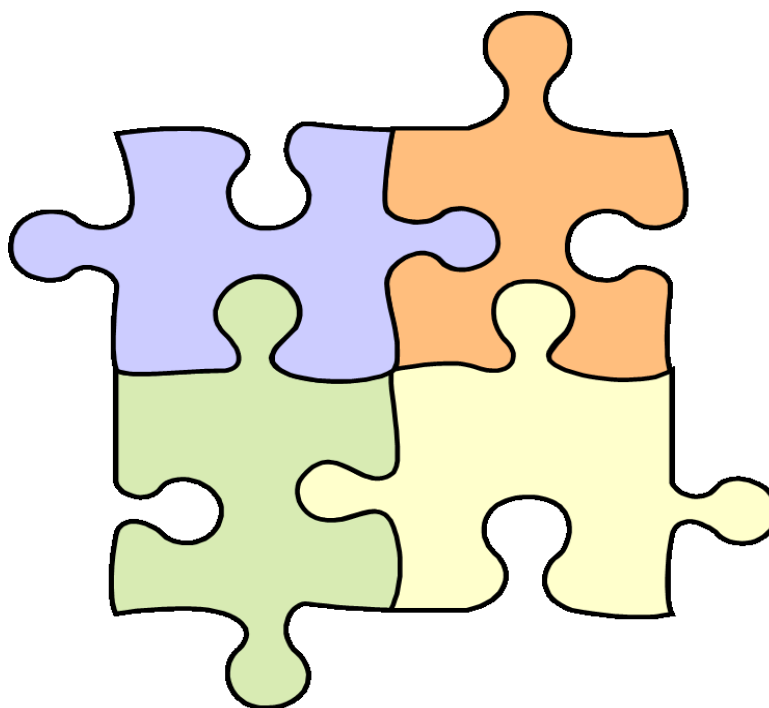
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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

## 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)**

	<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	
<b>Agency</b>	4	96	8	32	56	24	64	4	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	8	4	52	4	64	68	12	12	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
2	0	1	5	0	8	1	0	0	0	4	\$52,389.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	25
Units of Service	0	0	883
Avg Hours Per Client	0.0	0.0	35.3
Avg Daily Census	0	0	2

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
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												

	<u>Count</u>	<u>Percent</u>
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.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 EAGLE RIDGE INSTITUTE (820)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =0

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	18	21	85.7	☺
	Engagement in Treatment		68.9	17	21	81.0	☺
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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.

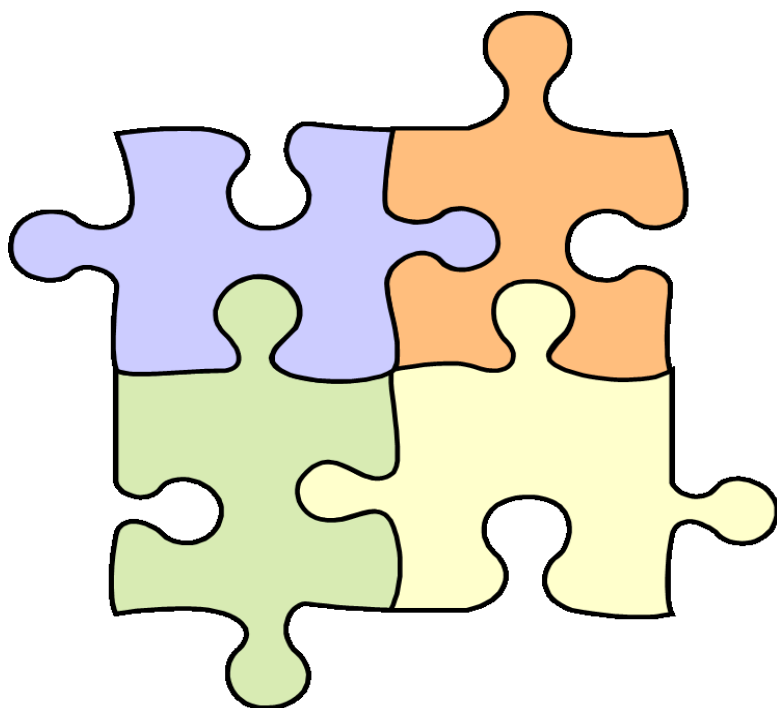


# Oklahoma Department of Mental Health and Substance Abuse Services

**COPE, INC. (851)**

**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)**

	<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	
<b>Agency</b>	36	64	0	18	73	9	73	18	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	64	0	9	45	0	9	0	18
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

<u>Outpatient Staff Profile by Degree</u>							<u>Outpatient Staff Profile by Certification</u>				
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**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	Clients	0
Units of Service	0	Units of Service	0
Avg Hours Per Client	0.0	Avg Days Per Client	0.0
Avg Daily Census	0	Avg Daily Census	0
		Clients	11
		Units of Service	67
		Avg Hours Per Client	6.0
		Avg Daily Census	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment												
61 Completed Court Commitment												
62 Left ACA/ 90 Days												
63 Moved												
64 Transferred												
65 Incarcerated												
66 Broke Rules												
67 AWOL												
68 Death												
69 Failed to Begin Treatment												
91 Administrative Discharge												
Clients Not Seen Within 90 Days	Count	Percent										
	10	100.0										

**General Notes:**

**Agency Comparison** - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

**Data Acquisition** - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 COPE, INC. (851)

TANF Clients

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	1	2	50.0	☹
	Engagement in Treatment		68.9	0	2	0.0	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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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**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.

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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:

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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:

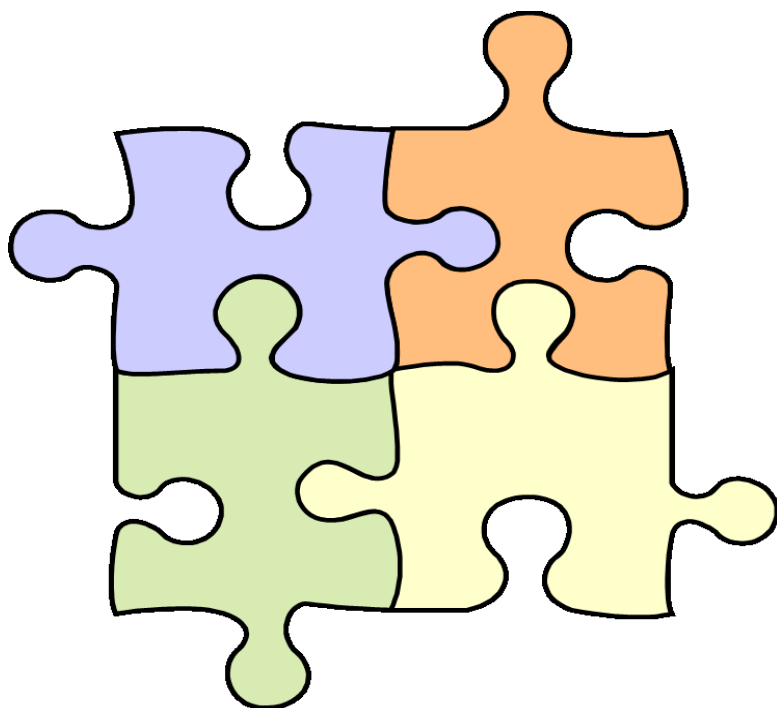
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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

## 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	
<b>Agency</b>	0	100	0	0	100	100	0	0	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	100	0	100	0	0	100	100	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 CAA TURNING POINT (901)

TANF Clients

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	1	2	50.0	☹
	Engagement in Treatment		68.9	0	2	0.0	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

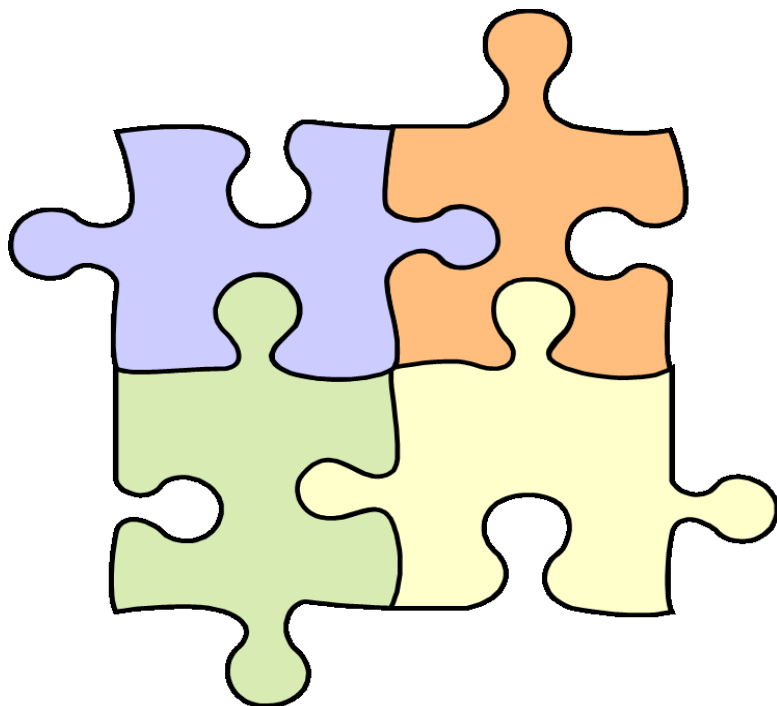


**Oklahoma Department of Mental Health and Substance  
Abuse Services**

**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)**

	<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	
<b>Agency</b>	0	100	0	33	67	28	67	6	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	28	22	11	11	33	56	11	11	6	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	0	3	1	0	4	1	0	1	0	0	\$25,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	18
Units of Service	0	0	452
Avg Hours Per Client	0.0	0.0	25.1
Avg Daily Census	0	0	1

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment							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
63 Moved										31.6		5.4
64 Transferred							11.8				1	50.0
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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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)**

**TANF Clients**

**Indicator Summary** Number of Positive Results =2 Number of Results Needing Improvement =0

<b>Indicators:</b>							
<b>Short-Term Outcomes (CY02 Clients)</b>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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							
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	21	21	100.0	☺
	Engagement in Treatment		68.9	17	21	81.0	☺
<b>Long-Term Outcomes (CY00 Clients)</b>		State Average (%)	# in Year before Treatment	# in Year following Treatment	Indicator Score (%)	Results Comparing Score to State Avg	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
DUI Convictions							
Incarceration							
Median Wages							
Clients With Wages							
<b>Consumer Survey (FY02 Clients)</b>		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:
  - the service 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 Denominator** - 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:

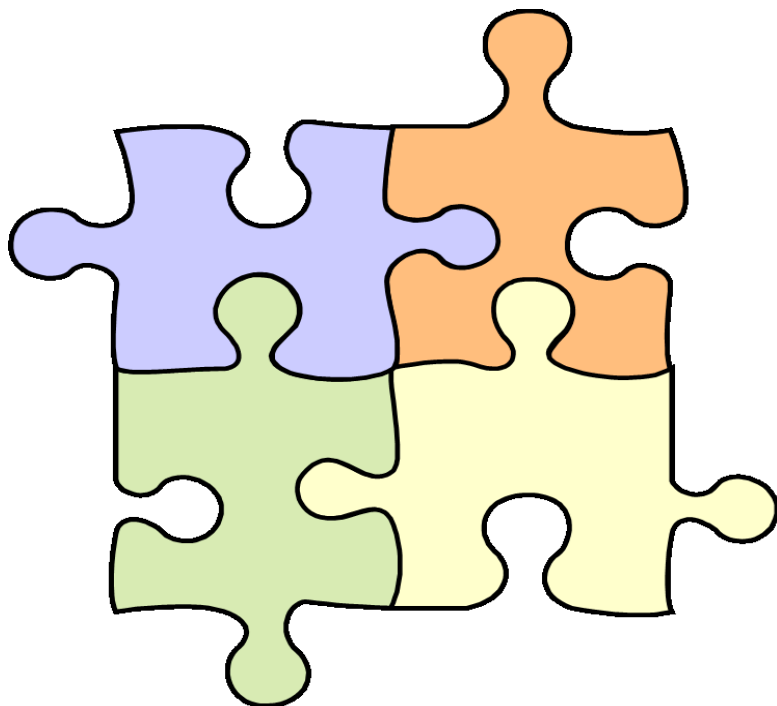
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# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	2	98	0	36	63	71	11	14	0	2	7
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	23	14	59	23	23	77	30	16	2	2	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
4	0	7	12	0	23	13	0	0	1	9	\$79,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	3	6.0	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3	30	60.0	46.6
63 Moved									31.6	1	2.0	5.4
64 Transferred						11.8				7	14.0	6.5
65 Incarcerated										1	2.0	0.4
66 Broke Rules						13.2			21.1	5	10.0	3.5
67 AWOL						20.6			5.3	1	2.0	3.9
68 Death												0.2
69 Failed to Begin Treatment										2	4.0	11.3
91 Administrative Discharge												2.7
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 NORMAN ALCOHOL INFORMATION CTR (906)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	21.1	2	33	6.1	☹
	Planned Discharges	35	23.3	2	34	5.9	☹
	Employment	20					
	Initiation of Treatment		82.8	37	39	94.9	☺
	Engagement in Treatment		68.9	33	39	84.6	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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.

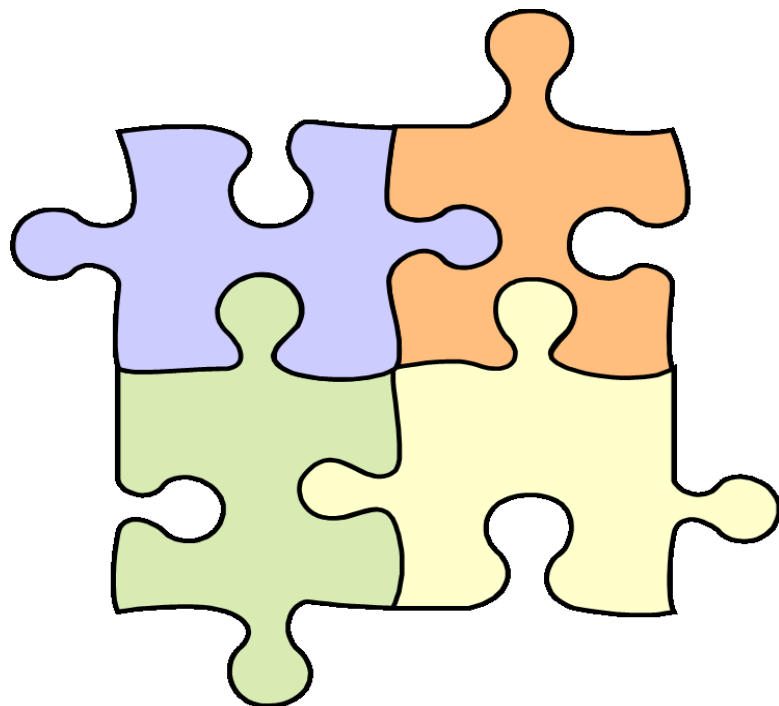


# Oklahoma Department of Mental Health and Substance Abuse Services

**PAYNE 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	
<b>Agency</b>	0	100	0	67	33	100	0	0	0	0	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	0	0	33	0	0	100	0	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35	23.3	1	1	100.0	☺
	Employment	20					
	Initiation of Treatment		82.8	3	3	100.0	☺
	Engagement in Treatment		68.9	3	3	100.0	☺
<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	
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

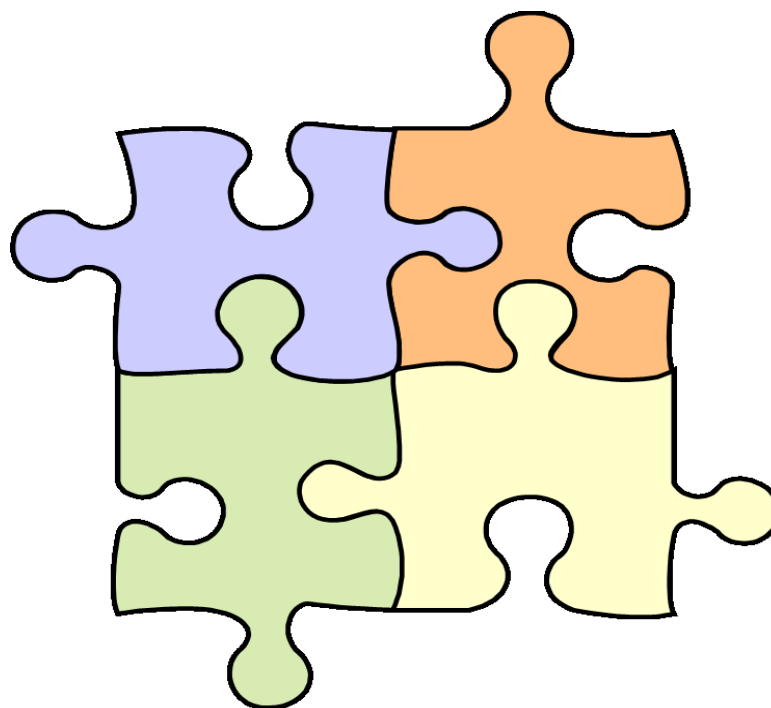
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)**

	<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	
<b>Agency</b>	0	100	0	33	67	100	0	0	0	0	17
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	50	33	67	33	0	0	17	0	0	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

<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	
1	2	1	1	0	5	4	0	0	0	1	\$10,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	6
Units of Service	0	0	153
Avg Hours Per Client	0.0	0.0	25.4
Avg Daily Census	0	0	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>			
	N	%	State %	N	%	State %	N	%	State %	N	%	State %	
60 Completed Treatment							48.5			36.8	1	25.0	18.6
61 Completed Court Commitment							1.5				1	25.0	1.0
62 Left ACA/ 90 Days							4.4			5.3	2	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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:**

<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30	21.1	1	3	33.3	☺
	Planned Discharges	35	23.3	1	3	33.3	☹
	Employment	20					
	Initiation of Treatment						
	Engagement in Treatment						

<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
<b>Recidivism</b>	DUI Convictions					
	Incarceration					
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment		
<b>Difference Between Pre &amp; Post Treatment</b>	DUI Convictions		Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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:

- 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 Denominator** - 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.

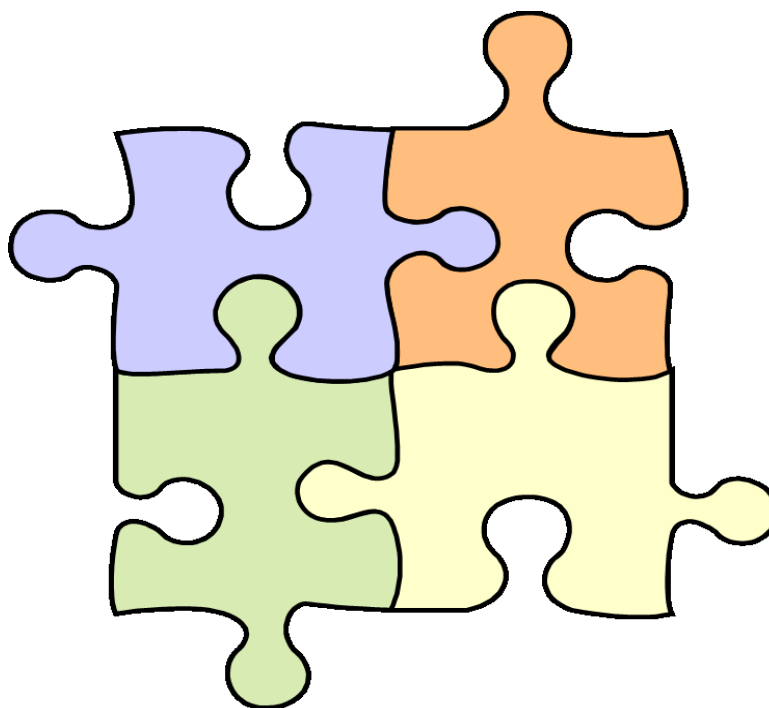


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	9	91	1	37	59	60	5	25	0	1	5
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	25	14	82	22	10	52	19	12	1	1	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
0	0	4	6	0	10	1	0	1	0	1	\$275,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	12	6.4	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3	152	80.9	46.6
63 Moved									31.6	1	0.5	5.4
64 Transferred						11.8				5	2.7	6.5
65 Incarcerated												0.4
66 Broke Rules						13.2			21.1	7	3.7	3.5
67 AWOL						20.6			5.3	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

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 PEOPLE INCORPORATED (933)

TANF Clients

Indicator Summary Number of Positive Results =2 Number of Results Needing Improvement =3

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Initiation of Treatment		82.8	150	163	92.0	☺
	Engagement in Treatment		68.9	141	163	86.5	☺
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

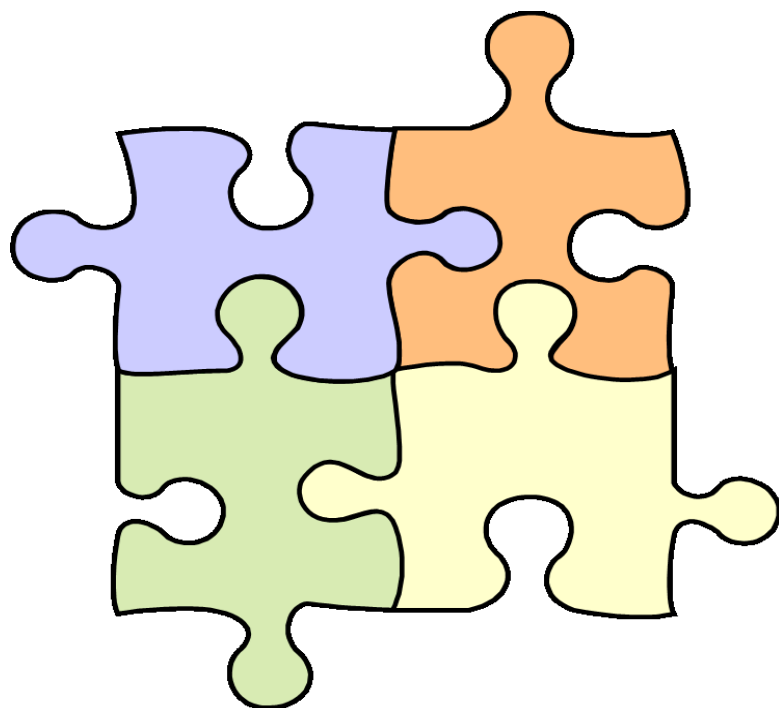
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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)**

	<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	
<b>Agency</b>	23	77	0	28	70	62	7	23	1	4	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	17	14	75	15	8	46	14	4	0	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
2	1	7	5	1	16	3	0	0	0	0	\$20,000.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	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**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment						48.5			36.8	2	3.5	18.6
61 Completed Court Commitment						1.5						1.0
62 Left ACA/ 90 Days						4.4			5.3	42	73.7	46.6
63 Moved									31.6	2	3.5	5.4
64 Transferred						11.8				4	7.0	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										7	12.3	11.3
91 Administrative Discharge												2.7

	<u>Count</u>	<u>Percent</u>
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 GATEWAY TO PREVENTION/RECOVERY (934)

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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	
<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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.

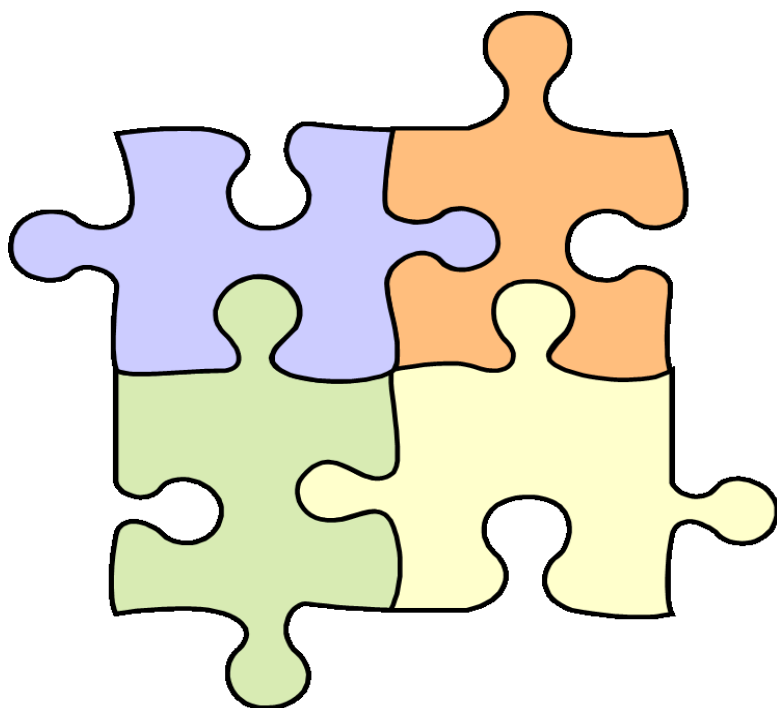


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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	
<b>Agency</b>	4	96	0	34	63	52	35	9	0	2	4
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	5	2	73	2	13	35	8	34	5	0
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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						48.5			36.8	4	7.1	18.6
61 Completed Court Commitment						1.5				3	5.4	1.0
62 Left ACA/ 90 Days						4.4			5.3	38	67.9	46.6
63 Moved									31.6			5.4
64 Transferred						11.8						6.5
65 Incarcerated										1	1.8	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										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.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services

TANF Clients

Provider Performance Management Report Prepared October 2003

TOTAL LIFE COUNSELING (938)

Indicator Summary Number of Positive Results =1 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
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☺
	Initiation of Treatment		82.8	87	119	73.1	☹
	Engagement in Treatment		68.9	57	119	47.9	☹
<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
<b>Recidivism</b>							
	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
	Mortality						
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
	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						

## 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 Denominator** - 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:

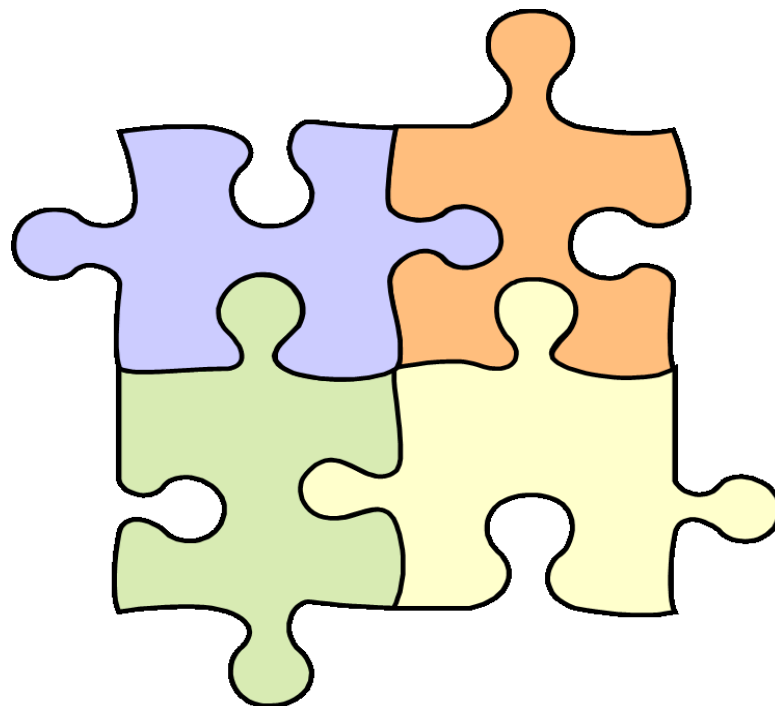
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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**

**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	
<b>Agency</b>	0	100	0	28	72	61	17	11	0	6	6
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	67	67	83	72	39	56	17	11	6	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
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							48.5			36.8	10	58.8	18.6
61 Completed Court Commitment							1.5						1.0
62 Left ACA/ 90 Days							4.4			5.3	6	35.3	46.6
63 Moved										31.6	1	5.9	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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 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

<b>Indicators:</b>							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
	Initiation of Treatment		82.8	14	14	100.0	☺
	Engagement in Treatment		68.9	14	14	100.0	☺
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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.

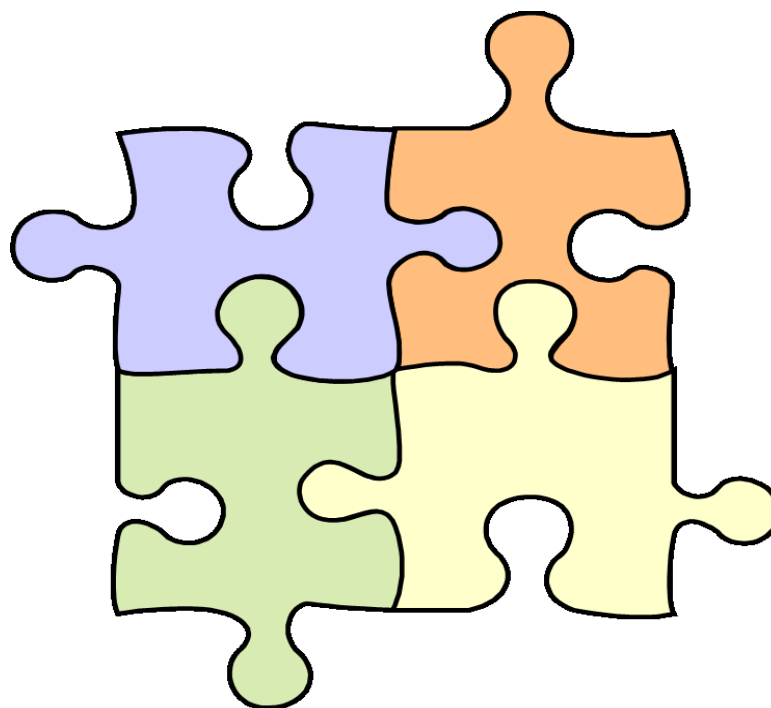


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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)**

	<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	
<b>Agency</b>	27	73	8	24	64	59	9	28	1	2	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>	
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other				
<b>Agency</b>	23	14	63	19	5	44	16	2	6	0	
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8	
<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	
2	1	1	1	0	5	2	0	0	0	2	\$120,613.00

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	12	84
Units of Service	0	533	2,084
Avg Hours Per Client	0.0	44.4	24.8
Avg Daily Census	0	1	6

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	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
	<u>Count</u>	<u>Percent</u>										
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 substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 NATIVE AMERICAN CENTER OF RECOVERY (948)

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =7

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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	☹	
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	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	☹
<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	
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>			# Clients in Year before Treatment	# Deaths in Year After Treatment			
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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							

## 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 Denominator** - 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:

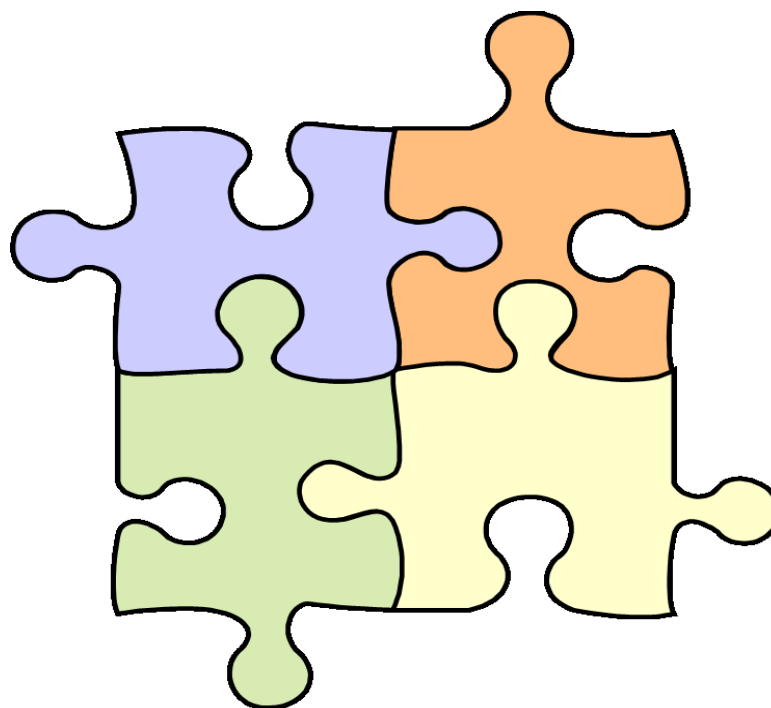
The ODMHSAS provides publicly-funded substance abuse treatment service providers confidential survey packets to distribute to their clients as an ongoing part of their discharge planning process. Clients are asked to fill out paper questionnaires to tell about their experience with the provider agency, 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

## 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)**

	<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		
<b>Agency</b>	0	100	0	38	63	88	0	13	0	0	13	
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2	
	<u>IV Drug Use (%)</u>		<u>Drug of Choice (%)</u>					<u>Pregnant (%)</u>	<u>DOC Custody (%)</u>	<u>No ASI (%)</u>		
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other					
<b>Agency</b>	13	13	50	38	13	25	13	13	0	50		
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8		
<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		
0	0	0	3	0	3	0	0	0	0	0	\$10,000.00	

**Clients Admitted and Served by Level of Care**

<u>Detox</u>	<u>Residential</u>	<u>Halfway</u>	<u>Outpatient</u>
Clients	0	0	8
Units of Service	0	0	63
Avg Hours Per Client	0.0	0.0	7.8
Avg Daily Census	0	0	0

**Discharges**

	<u>Detox</u>			<u>Residential</u>			<u>Halfway</u>			<u>Outpatient</u>		
	N	%	State %	N	%	State %	N	%	State %	N	%	State %
60 Completed Treatment							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
68 Death												0.2
69 Failed to Begin Treatment												11.3
91 Administrative Discharge												2.7
	<u>Count</u>	<u>Percent</u>										
Clients Not Seen Within 90 Days	5	100.0										

**General Notes:**

**Agency Comparison** - Variation in client substance abuse severity among different types of treatment facilities requires agency performance be compared with caution.

**Data Acquisition** - Client demographics and the information necessary for analysis and matching to administrative databases were obtained from the data elements reported in the ODMHSAS Client Data Core (CDC) and the Services Sheet. The CDC, completed at admission for all clients, collects demographics and information pertinent to substance abuse problems such as drug of choice, presenting problem, age at first use and Addiction Severity Index (ASI) composite scores. Relevant fields on the CDC are updated with changes in a client's status and at discharge from treatment. The Service Sheets records type and duration of each service, location of service, and funding source, as well as staff providing the service.

**Descriptive Statistics Notes:**

**Clients Admitted and Served** represents the number of clients admitted to substance abuse treatment who received a substance abuse service during the calendar year. Information reported at *admission* was used to calculate demographic percentages including sex, age, race, homeless, IV drug user, drug of choice, pregnancy, DOC custody, and No ASI.

For clients with more than one admission in a year, information reported at the *last admission* was selected.

For **Drug of Choice**, clients are allowed to identify up to three drugs. All drugs reported are included, so the total may add up to more than 100 percent. For each drug of choice clients select, a route of administration is requested. The identification of IV as a route for any of the three drug choices is counted as **IV Drug Use**.

The **Outpatient Staff Profile by Degree** and the **Outpatient Staff Profile by Certification** include only the staff providing hourly outpatient services.

The **State Average (%)** is the percent of clients with the characteristic among all clients in the state.

**Average Hours Per Client** is the units of service divided by the number of clients in the level of care.

**Average Daily Census** is the units of service in the level of care divided by 365.

**Clients Not Seen Within 90 Days:** the number of admitted clients with the last service of their episode in the fiscal year and no discharge for 90 days.

Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 ROGERS COUNTY DRUG ABUSE (949)

TANF Clients

Indicator Summary Number of Positive Results =0 Number of Results Needing Improvement =2

Indicators:							
<u>Short-Term Outcomes (CY02 Clients)</u>		State Standard	State Average	Indicator Numerator	Indicator Denominator	Indicator Score	Results Comparing Score to State Std
<b>Detox</b>	Level of Functioning Improvement	80					
	Planned Discharges	80					
	14-Day Follow-up	25					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Residential</b>	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						
<b>Halfway</b>	Level of Functioning Improvement	80					
	Planned Discharges	90					
	Employment	80					
	Initiation of Treatment						
	Engagement in Treatment						
<b>Outpatient</b>	Level of Functioning Improvement	30					
	Planned Discharges	35					
	Employment	20					
	Initiation of Treatment		82.8	4	6	66.7	☹
	Engagement in Treatment		68.9	2	6	33.3	☹
<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
<b>Recidivism</b>							
DUI Convictions							
Incarceration							
<b>Post Discharge</b>				# Clients in Year before Treatment	# Deaths in Year After Treatment		
Mortality							
<b>Difference Between Pre &amp; Post Treatment</b>			State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg
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							

## 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 Denominator** - 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.

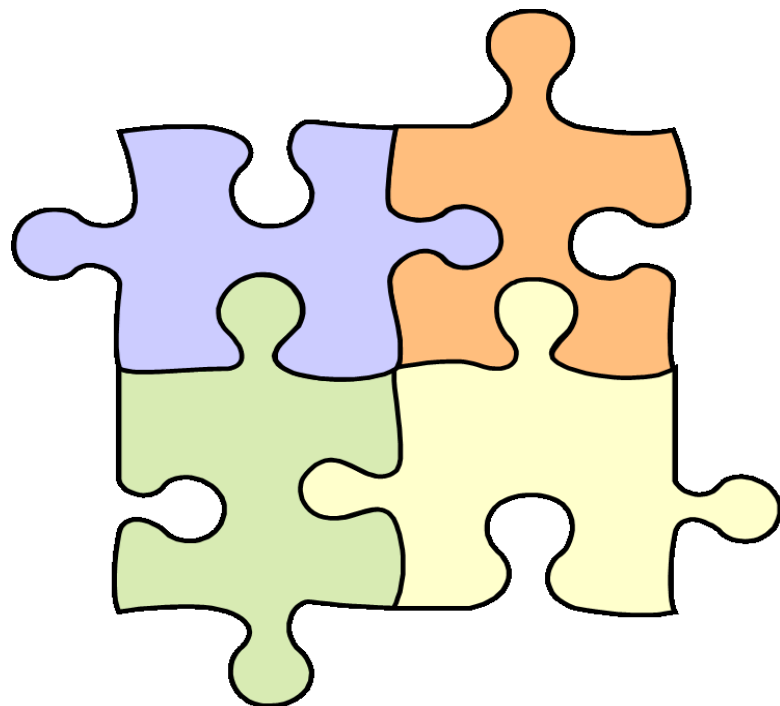


# Oklahoma Department of Mental Health and Substance Abuse Services

## 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

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**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	
<b>Agency</b>	27	73	0	20	73	40	27	13	0	13	0
<b>State Avg</b>	11	89	4	33	60	58	19	18	1	2	2

	IV Drug Use (%)		Drug of Choice (%)					Pregnant (%)	DOC Custody (%)	No ASI (%)
	History	Route	Alcohol	Meth	Cocaine	Marijuana	Other			
<b>Agency</b>	20	20	80	33	40	67	7	7	0	20
<b>State Avg</b>	19	13	67	22	11	50	19	11	2	8

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							48.5			36.8	2	18.2	18.6
61 Completed Court Commitment							1.5						1.0
62 Left ACA/ 90 Days							4.4			5.3	6	54.5	46.6
63 Moved										31.6			5.4
64 Transferred							11.8				2	18.2	6.5
65 Incarcerated													0.4
66 Broke Rules							13.2			21.1	1	9.1	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.

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Oklahoma Department of Mental Health and Substance Abuse Services  
 Provider Performance Management Report Prepared October 2003  
 SPECIALIZED OUTPATIENT SERVICES, INC. (958)

TANF Clients

Indicator Summary Number of Positive Results =1 Number of Results Needing Improvement =1

Indicators:							
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<b>Recidivism</b>	DUI Convictions						
	Incarceration						
<b>Post Discharge</b>	Mortality		# Clients in Year before Treatment	# Deaths in Year After Treatment			
<b>Difference Between Pre &amp; Post Treatment</b>		State Average	Year before Treatment	Year following Treatment	Indicator Score	Results Comparing Score to State Avg	
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	
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Favorable Outcomes							
Service Quality							
Favorable Time to First Service							
Convenient Time							

## Short-Term Indicator Notes:

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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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  - **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.